

Table of Contents

4000 Planning	4
4100 Planning Section Organization	4
4110 Planning Section Planning Cycle Guide	4
4200 Resources	4
4210 Resource Management Procedures	4
4210.1 Check-in Procedures	5
4220 Volunteers	5
4220.1 Volunteer Unit Leader	5
4220.2 Shoreline Cleanup	6
4220.3 Volunteer Groups	7
4220.4 Volunteer Plan- Reserved	7
4220.5 Volunteer Assignments- Reserved	7
4220.6 Required Training	7
4220.7 Training Matrix- Reserved	8
4220.7.1 General Training Course Descriptions	8
4300 Situation	9
4310 Organizational Chart	9
4320 Weather/Tides/Currents	9
4330 Situation Unit Displays	10
4340 Required Operational Reports	10
4400 Documentation	11
4410 Services Provided	11
4420 Administrative File Organization	11
4500 Demobilization Guidelines	11
4510 Sample Demob Plan	11
4600 Environmental	11
4601 Protection Prioritization Using Trajectories	12
4602 Statutory Prioritization of Response	13
4610 Environmentally Sensitive Sites	13
4610.1 Category A Extremely Sensitive Highest concern for protection	14
4610.2 Category B Very Sensitive Very high concern for protection	14
4610.3 Category C Sensitive Great concern for protection	14
4611 Public Health Concerns, Seafood Tainting, & Fisheries Closure	15
4620 Culturally Sensitive Sites	15
4630 Economic Sensitive Sites	16
4640 Shoreline Operational Divisions	16
4650 Shoreline Access Information	16
4700 Technical Support	17
4710 Hazardous Materials	17
4710.1 Toxicologist	17
4710.2 Product Specialist	17
4710.3 Certified Marine Chemist	18
4710.4 Certified Industrial Hygienist	18
4710.5 Chemist or Chemical Engineer	18
4720 Oil	18
4720.1 Scientific Support Coordinator	19
4720.2 Trajectory Analysis	19
4720.3 Resources at Risk (RAR)	19
4720.4 Geographic Information System (GIS)	19
4720.5 Shoreline Cleanup Assessment Technique (SCAT)	20

4720.6 Natural Resource Damage Assessment (NRDA)	22
4720.7 Specialized Monitoring of Applied Response Technologies (SMART)	23
4720.8 Alternative Response Technologies (ART) (Dispersant, ISB, Bioremediation, Mechanical)	23
4720.9 Decontamination	23
4720.10 Disposal	23
4720.11 Cultural and Historic Resources	24
4730 General	24
4730.1 Dredging	24
4730.2 Deepwater Removal	24
4730.3 Heavy Lift	24
4730.4 Lightering	24
4730.5 Salvage	24
4740 Law Enforcement	25
4750 SAR	26
4760 Marine Fire	26
4770 PPOR Unit	26
4770.1 Potential Places of Safe Refuge (PPOR)	26
4770.2 PPOR Pre-Incident Planning	27
4770.3 PPOR Unit Guidance Regarding Decision Process and Players	27
4770.4 Decision Tools	28
4770.4.1 Alaska Model	28
4770.4.2 Place of Refuge Risk Assessment Job Aid	29
4770.5 PPOR Unit Activities to Address Public Relations & Special Concerns for Places of Safe Refuge	29
4771 PPOR Decision Making Job Aid	30
4780 Planning Considerations for Nonfloating Oils	30
4800 Required Correspondence, Permits & Consultation	31
4810 Administrative Orders	31
4820 Notice of Federal Interest	31
4830 Notice of Federal Assumption	31
4840 Letter of Designation	31
4850 Fish and Wildlife Permits	31
4860 ESA Consultations	31
4870 Disposal	31
4880 Dredging	31
4890 Decanting	31
4900 Reserved	32
Appendix A – Non-Wildlife Volunteer Plan	33

THIS PAGE INTENTIONALLY BLANK

4000 Planning

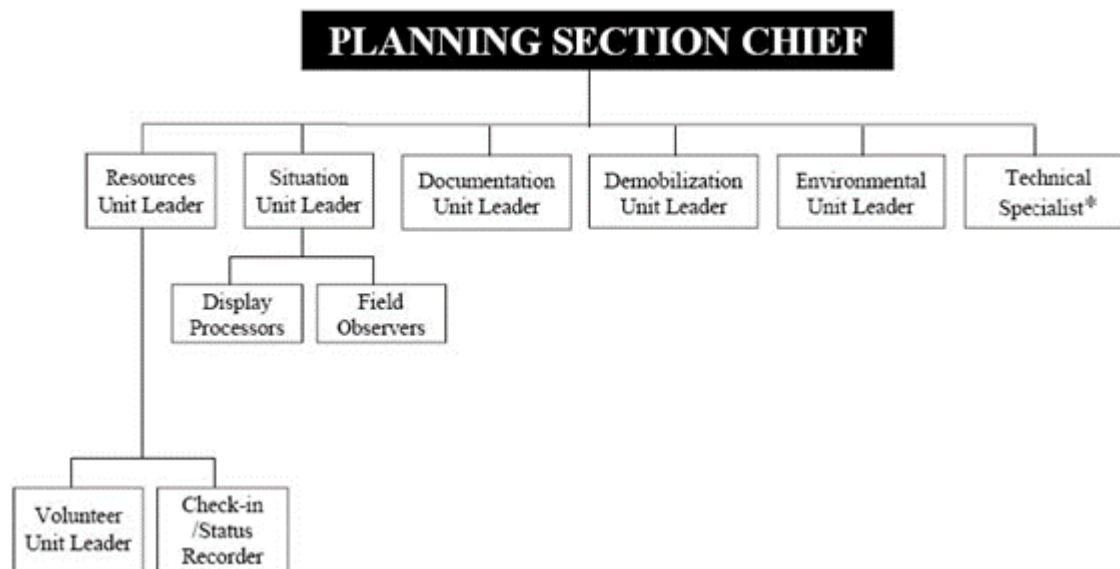
4100 Planning Section Organization

Refer to Section 4001 of the Region 9 Contingency Plan

The Planning Section of the ICS is responsible for the collection, evaluation, dissemination and use of incident information and maintaining status of assigned resources.

4110 Planning Section Planning Cycle Guide

Refer to [Section 4001.01 of the Region 9 Contingency Plan](#)



4200 Resources

The Resources Unit leader is responsible for maintaining the status of all assigned tactical resources and personnel at an incident. This is achieved by overseeing the check-in of all tactical resources and personnel, maintaining a status-keeping system indicating current location and status of all these resources.

Refer to [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4210 Resource Management Procedures

Resource management involves the coordination and oversight of personnel, tools, processes, and systems that provide incident managers with timely and appropriate resources during an incident. Resource management involves four primary tasks:

Establishing systems for describing, inventorying, requesting and tracking resources

Activating those systems prior to, during, and after an incident

Dispatching resources prior to, during, and after an incident

Deactivating or recalling resources during or after an incident

Effective resource management includes planning for resource needs in advance of an incident, identifying how to locate and order resources based on the specific needs of the incident, categorizing the resources, developing interagency and public agreements for resources, and managing the resources as they arrive on-scene and at staging areas. The Planning Section Chief may establish a Resources Unit Leader to maintain status on all resources assigned to the incident.

4210.1 Check-in Procedures

Check-in recorders are needed at each check-in location to ensure that all resources assigned to an incident are accounted for. The check-in recorders will report all arriving resources to the Planning Section's

4220 Volunteers

The Non-Wildlife Volunteer Plan (NWVP) included as Appendix A to Section 4000 refers to and supports the United States Coast Guard (USCG) Incident Management Handbook (IMH) and complies with the National Incident Management (NIMS) guidelines. (Homeland Security Presidential Directive; HSPD-5) It has been developed for guidance to the Unified Command (UC) or Incident Commander (IC) to consider the integration of volunteers into oil spill response for missions other than oiled wildlife. The UC should also refer to the relevant Area Contingency Plan or Local Oil Spill Contingency Plan for additional information regarding the use of volunteers. For the purposes of this plan, the term "UC" from this point forward is intended to be synonymous with UC or IC lead responses.

Historically, volunteers from the general public have not been utilized in oil spills outside the care and processing of oiled wildlife due to the health and safety hazards often present during an oil spill incident. However, recent California oil spill incidents have demonstrated there may be strong public interest in volunteer participation in other aspects of spill response. The NWVP sets forth guidance and protocols for the use of volunteers for non-wildlife related work at oil spill incidents.

Due to the complexity of volunteer management and its potential to hinder the UC and oil spill operations, this NWVP establishes a Volunteer Unit (VU) in the Planning Section. The NWVP recommends a VU be staffed at the earliest opportunity to conduct stand by notifications of local government volunteer organizations including Emergency Management Organizations, Non-Government Organizations and Emergency Volunteer Centers (see Attachment G1-G3). The VU's task during early activation stages also includes advising the UC of the possible need for volunteers, external pressures to use volunteers and local government's ability to assist in managing volunteers.

4220.1 Volunteer Unit Leader (VUL)

The best qualified candidate will fill this position, including state and local government staff. See Training Matrix in NWVP Appendix A for VUL qualifications.

- During initial stages of event, conduct stand by notifications for local volunteer operations (see Attachment G1-G3, gather intelligence on local volunteer assistance ability and volunteer interest status. Report to UC.
- Once established, reports to the Planning Section Chief.
- Ensures VU is appropriately staffed for the event size, including Technical Specialist assistance.
- Assigns VU Assistants as needed.
- Coordinates with the JIC on approved press releases, including volunteer hotline/website, appropriate, timely public messaging and town hall meetings.
- Ensures EVC and NGO information is coordinated with JIC messaging.
- Works with the EOC and/or EVC-C to ensure all volunteers are registered and complete the incident specific required UC training.
- If not previously completed, coordinates Attachment A review with UC, appropriate Section Chiefs and IC staff to determine when/how to use volunteers and recommends suitable volunteer tasks for UC consideration and approval.
- Completes Volunteer Use Plan. (see Appx B)
 - Volunteer Safety Plan
 - ICS 213RR
 - ICS 204
 - Acquires PSC approval as appropriate.
- Provides volunteer status updates as directed by the UC, keeping the UC apprised of local and internal ICP sensitivities regarding volunteer issues.
- Works with LNO, LGOSC and/or NGOs to activate local government volunteer management systems.
- Be prepared to work with Local Government EOC and EVC staff to ensure appropriate policies, procedures and paperwork are implemented in volunteer management systems.
- Weighs and considers all options regarding establishing NGO-C position.
- Works with Planning Section Chief, Operations Section Chief, and Logistics Section Chief to ensure effective and proper use of volunteers is included in the IAP.
- Ensures all pre-trained volunteers have appropriate level of training or complete required training.
- Coordinates with LNO to ensure appropriate sharing of information in a timely manner with California Volunteers Liaison and local government Agency Representatives.
- Coordinates with SOFR regarding any Volunteer injuries.
- Works with the EOC and/or EVC to ensure volunteer statistics are maintained.

4220.2 Shoreline Cleanup

Volunteers will not automatically be used for missions such as shoreline clean up. Depending on the nature of the incident, volunteers may or may not be used to respond to an incident. Local government decision-makers can provide a wealth of knowledge to a UC when contemplating the initial decision to use volunteers. The benefit of volunteer efforts

must be weighed against concerns for volunteer safety. Based on the conditions specific to a particular incident, the UC will determine the suitability of integrating volunteers for oil spill response missions. In all instances careful consideration shall be used to identify specific areas where volunteers can be used safely. If, in the judgment of the UC a dangerous condition(s) exists such that volunteers cannot be used safely, volunteers shall be restricted from operations in those areas.

In reviewing the potential for use of volunteers in oil spill response missions, the UC will consider the following factors:

- Primary safety hazards (e.g. size, type, and toxicity of discharged oil)
- Secondary safety hazards (e.g. weather, visibility, slips/trips/falls)
- Occupational Safety and Health Administration (OSHA) guidance
- U.S. Coast Guard safety manual
- Incident Site Safety and Health Plan (SSHP)
- Possible clean up locations
- Logistics and administrative support requirements (e.g. training, Personal Protective Equipment [PPE], multi-jurisdictional coordination, public information)
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, registering, screening, administrative activities, training, deployment, recovery/decon)
- Weather/tidal conditions
- How volunteers may effectively be used in shoreline clean up
- Outcome of consultation with the Safety Officer (SOFR) regarding dangerous conditions and safety concerns

4220.3 Volunteer Groups:

Refer to the respective ACP for Regional NGO/AVO contact information.

4220.4 Volunteer Plan –

The Sector San Francisco Approved Non-Wildlife Volunteer Plan (NWVP) is included as Appendix A of Section 4000.

4220.5 Volunteer Assignments -

Position descriptions for volunteers, and the staff that will be managing them, are included as the NWVP.

4220.6 Required Training

Human health and safety is the first priority in decisions regarding use of volunteers. Any volunteer interested in working an oil spill incident must register for the event and complete the UC required training. Members of the public and/or affiliated organizations providing their services without being registered for the event and completing UC required training will not be recognized as sanctioned volunteers for that oil spill incident.

Volunteers, once approved by the UC, will generally be used in very low risk activities and only after receiving appropriate safety training.

4220.7 Training Matrix – Reserved

The recommended skills and training required for each position description are included in the Non-Wildlife Volunteer Plan (NWVP) in Appendix A of Section 4000.

4220.7.1 General Training Course Descriptions

Volunteers will be given appropriate training before being assigned to a particular position as described in the Non-Wildlife Volunteer Plan (NWVP). Training at the end of Section 4000. All required training must be completed and current with evidence of training made available upon request. Volunteers must be trained to perform the tasks they are asked to do as described in the NWVP. An inexperienced and untrained volunteer will not be assigned to perform a task requiring training and/or experience.

Position Descriptions for:

- Volunteer Management Staff (non-wildlife volunteer positions), and;
- Affiliated and unaffiliated Non-Wildlife Volunteers

Volunteer assignments could be made to:

- **(ICP)** Incident Command Post (limited opportunities for CG Auxiliary only)
- **(EVC)** Emergency Volunteer Center (many opportunities)
- **(Field)** Field (limited opportunities, some of which will be limited to pre-trained volunteers)

To ensure volunteers integrate into ICS smoothly, all volunteers are encouraged to complete IS100 and IS700 training and provide documentation prior to being assigned a role during an oil spill response. These required trainings are free at <<http://training.fema.gov/IS/>>. Volunteers will only be assigned to sites which have been characterized and are under permissible exposure limits (PEL).

In order to volunteer during an oil spill incident you **MUST** fulfill the following requirements:

- At least 18 years of age
- CDFG/OSPR Volunteer Service Agreement
- Oath of Allegiance and Declaration
- Volunteer Information Form
- Vehicle Authorization Form (only required if using private vehicle during duty assignment)
- Able to lift 25 – 35 pounds
- Complete health and safety training requirements
- Review, sign and document understanding of incident Site Safety Plan

4300 Situation

The Situation Unit Leader is responsible for the collection and evaluation of information about the current and possible future status of the spill and the spill response operations. This responsibility includes the compilation of information regarding the type and amount of oil spilled, the amount of oil recovered, the oil's current location and anticipated trajectory, and impacts on natural resources. This responsibility includes providing information to the GIS Specialist(s) for the creation of maps to depict the current and possible future situation and the preparation of reports for the Planning Section Chief.

Refer to [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4310 Situation Unit Displays

The Display Processor is responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and ortho photographs and infrared data.

Field Observer is responsible to collect situation information from personal observations at the incident and provide this information to the Situation Unit Leader.

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4320 Weather/Tides/Currents

Weather, tides and currents are critical information for oil spill response and are displayed in the Situation Unit. These factors control operational activities and are used to conduct oil trajectory analyses, assist with resources at risk prioritization and update spill information on maps. Technical specialists that use weather, tides and currents for response planning are typically housed within the Environmental Unit of the Planning Section and are described here and in Section 4700.

The Trajectory Analysis Specialist is responsible for providing to the Unified Command projections and estimates of the movement and behavior of the spill. The specialist will combine visual observations, remote sensing information, computer modeling as well as observed and predicted tidal, current and weather data to form these analyses. Additionally, the specialist is responsible for interfacing with local experts (weather service, academia, researchers, etc.) in formulating these analyses. Trajectory maps, over flight maps, tides and current data, and weather forecasts will be supplied by the specialist to the Situation Unit for dissemination throughout the Command Post.

Resources at Risk Technical Specialist is responsible for the identification of resources thought to be at risk from exposure to the spilled oil through the analysis of known and anticipated oil movement and the location of natural, cultural, and economic resources. The Resources at Risk Technical Specialist considers the relative importance of the resources and the relative risk to develop a priority list for protection.

GIS Specialist is responsible for gathering and compiling updated spill information and providing various map products to the incident. The GIS team will work with the Situation

Unit and the information management officer to ensure accurate and rapid dissemination of oil spill information to the ICS.

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4330 Situation Unit Displays

The Display Processor is responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and ortho photographs and infrared data.

Field Observer is responsible to collect situation information from personal observations at the incident and provide this information to the Situation Unit Leader.

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4340 Required Operational Reports

Federal Letters and Reports

Notice of Federal Interest (CG-5169)

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.a.

Notice of Federal Assumption

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.d.

Letter of Designation

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.

Situation/Pollution Reports Guidance (SITREP/POLREP)

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.6.b.(1).

The POLREP format can be found in Volume VII of the Marine Safety Manual, Figure 7-7.

- Federal Letters and Reports
- Notice of Federal Interest (CG-5169)
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.a.
- Notice of Federal Assumption
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.d.
- Letter of Designation
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.

- Situation/Pollution Reports Guidance (SITREP/POLREP)
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.6.b.(1). The POLREP format can be found in Volume VII of the Marine Safety Manual, Figure 7-7.

4400 Documentation

Thorough documentation is critical to post-incident analysis that may include internal/external investigations, Congressional inquiries, cost recovery enforcement, and/or criminal enforcement. The Documentation Unit Leader is responsible for the maintenance of accurate, up-to-date incident files.

Refer to [Section 4004 of the Region 9 Contingency Plan](#)

4410 Services Provided

Refer to [Section 4004.01 of the Region 9 Contingency Plan](#)

4420 Administrative File Organization

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4500 Demobilization Guidelines

Refer to [Section 4005 of the Region 9 Contingency Plan](#)

4510 Sample Demob Plan

Refer to [Appendix XXV of the Region 9 Contingency Plan](#)

4600 Environmental

Section 4600 provides a brief overview of environmental information; refer to Section 9800 for Sensitive Site information. Section 9800 provides geographically organized information about ecologic, cultural/historic, economic, and other significant resources which may be at risk from spills. Additionally, in Section 9800, some area committees provide pre-identification of Shoreline Operational Divisions and shoreline access information. There is also a glossary of local terms and acronyms which are in use in response for some areas of California.

The Environmental Unit Leader (ENVL) is responsible for environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting. The ENVL prepares environmental data for the Situation Unit. Technical Specialists frequently assigned to the Environmental Unit may include the Scientific Support Coordinator and Sampling, Response Technologies, Trajectory Analysis, Weather Forecast, Resources at Risk, Shoreline Cleanup Assessment, Historical/ Cultural Resources, and Disposal Technical Specialists. The IMH ENVL Job Aid should be utilized.

It is the recommendation of this Area Committee that the ENVL position be held by a natural resource trustee agency. Natural resource trustees have the statutory authority and responsibility to manage and protect the natural resources. Using this authority, the trustees have been the leaders in spill response planning including the identification of sensitive environmental sites and the development of associated protection strategies. It is important during a spill response, especially the early critical hours of a spill, that response decisions are made quickly, efficiently and effectively to ensure the best protection of the natural resources. Representatives of the trust agencies are the most knowledgeable and best equipped to fill the ENVL position and make these response decisions.

Additionally, the collection and rapid processing of SCAT data is paramount to the Unified Command's successful spill response efforts from both a cleanup and resource protection perspective. To meet these needs, the SCAT Coordinator must have a working knowledge of local shorelines and associated resources and the SCAT data collection and management process. OSPR field environmental staff has these qualifications and whenever possible should assume the role of SCAT Coordinator.

If a trustee agency representative is not available to lead the ENVL or SCAT Coordinator positions, a RP representative may fill the roles with approval by the Unified Command. As a spill response matures, a transition to RP representative, as ENVL and/or SCAT Coordinator, may also occur with the concurrence of the Unified Command.

The Resources at Risk Technical Specialist is responsible for the identification of resources thought to be at risk from exposure to the spilled oil through the analysis of known and anticipated oil movement and the location of natural, cultural, and economic resources. The Resources at Risk Technical Specialist considers the relative importance of the resources and the relative risk to develop a priority list for protection. It is the recommendation of this Area Committee that this position be performed by a responding trustee agency in the initial stages of a response, typically an OSPR ES. Input to the site prioritization can be submitted through the Liaison Officer.

Refer to chapter 19, page 19-23 of the [Incident Management Handbook \(IMH\)](#) for additional RAR information.

4601 Protection Prioritization Using Trajectories

The Environmental Unit and the Environmental Unit Leader are responsible to provide environmental information, trajectory projections, and measures necessary to mitigate impacts. Foremost among these is to provide a prioritized list of protection strategies to protect resources at risk based on trajectory projections. A Resources at Risk Technical Specialist conducts sensitive site prioritization.

Protection prioritization in a spill event should be determined by two considerations: the driving consideration is how soon the oil will reach the sensitive site and the predefined protection priority associated with the site. This second consideration is applied only when there are insufficient response resources to protect all resources at risk before they are impacted by the oil. Responders should not assume that sensitive locales equidistant from the source of a spill are at equal risk from the oil. This means that the urgency to protect a key resource is first determined by the likelihood that it will be impacted in the near future before it can be protected by requisite response staff and equipment. If the sites are too

numerous to protect with the response resources available within the projected times of impact, then triage of protection follows a prescribed order.

For the purpose of prioritization, "risk" is defined as "the probability of spilled oil reaching the vicinity of a sensitive site of concern." During an actual oil spill event, the relative likelihood of a site coming into contact with the oil is a function of the proximity of the spill to the site and whether prevailing conditions - the wind, current, and tides at the time of the spill, will move the oil toward or away from it. It is essential that a trajectory be developed to enable this assessment.

Trajectories, whether generated by computers or simple mathematical models, are estimates, and their predictions should be weighed carefully with the local conditions that actually determine oil movement. Trajectory projections used in Environmental Unit are usually generated from computer models while those used at the initial response (first "on-scene") are often "Backof-the-Envelope" or simple "envelope" calculations. Computer modeling is usually provided by or through skilled Trajectory Analysis Specialists, typically from NOAA (Section 4720.1). Simple trajectories such as envelope or other map-based projections are invaluable at the outset of quickly evolving spills (as in estuaries) and can be developed even with incomplete information (regardless of visibility) usually by trained OSPR Scientific Field Staff or the NOAA SSC.

Simple trajectories are calculated using available tide, current and wind information as it relates to the time and location of the incident. This initial trajectory is used to determine initial sensitive site protection priorities.

Such approximations provide a gross assessment of potential oil movement and do not include important phenomena such as oil spreading and turbulence. As better information and capability is engaged, computer modeling combined with overflight images will improve and possibly supersede initial simple trajectories. In any case, needed site protection deployments should be identified and sequenced for protection based on probable timing of oil impacts, environmental sensitivity and available response resources.

4602 Statutory Prioritization of Response

Both Federal and State laws establish three priority levels for dedication of emergency oil spill response resources:

- First priority – protection of human health and safety
- Second priority – protection of environmental resources
- Third priority – protection of economic resources

4610 Environmentally Sensitive Sites

Refer to Section 9800 for the Environmentally Sensitive Site Summary Sheets, Strategy Sheets, and Response Diagrams for more detailed information.

The purpose of this section is to provide background, definitions, and philosophy behind the Site Summary and Strategy Sheets in ACP Section 9800. Both Federal and State laws require that sites having special ecological sensitivity be identified and provisions be made to protect or otherwise mitigate for the site impacts from spills. In California these locations

are termed “Sensitive Sites”. A narrative and diagram of each site with specific ecological and operational information has been developed.

The development of specific protection strategies to meet the site specific needs was conducted using a standardized protocol to ensure consistency for California’s entire coast. The process of site visits, training exercises, and discussions allows trustees and response experts to exchange concerns and feasibility limitations in forming protection strategies. Using this approach, the local area committee incorporates input of State and Federal trustees, and stakeholders (industry, spill response co-ops and contractors, non-governmental environmental groups, and other agencies) to form consensus on the appropriate site protection strategies and response resources. The committee will revise strategies based on new knowledge and testing of strategies as part of the DFG-OSPR Sensitive Site Strategy Testing Program (SSSEP) to adapt to changing conditions. Site protection strategy information is summarized in the Site Summary and Site Strategy pages in Section 9800.

Section 9800 provides detailed information on Environmentally Sensitive Sites. Each site is described on multiple pages: Site Summary, Site Strategy, and Diagram. The Site Summary page provides a brief description of the site including location, access, specific natural resources concerns, ownerships and agency contacts, etc. The Site Strategy page provides specific information on response strategies to be implemented to protect the site from marine oil spills. The diagram page shows the protection strategies, topography and roads.

The resources at risk and particularly those which “drive” the sensitivity of the site are described on the Site Summary Page. The environmental sensitivity differs by location or season depending on conditions or the presence of species. These ranks define the environmental sensitivity of the area and its resources at risk. This ranking index should only be used for site protection priority when there are insufficient response resources to address all the environmentally sensitive sites at risk in the needed timeframes. Environmental ranking (A, B, or C) is based on the following definitions:

4610.1 Category A – Extremely Sensitive – Highest concern for protection

Wetlands, estuaries and lagoons with emergent vegetation (marsh-riparian ESI 10); sheltered tidal flat (ESI 9); and habitats for rare, threatened or endangered species (State or Federal); sites of significant concentrations of vulnerable and sensitive species (e.g. pinniped pupping).

4610.2 Category B – Very Sensitive – Very high concern for protection

Major pinniped haulout areas during non-pupping seasons; moderate concentrations of vulnerable and sensitive species; other low energy habitats (ESI types 8A, 8B, 7 and 6B)

4610.3 Category C – Sensitive - Great concern for protection

Higher energy habitats (ESI 6A through 1) for example: Habitats important to large numbers of species of sport, commercial value, and scientific interest or species experiencing significant population declines though not yet threatened.

In addition to the environmental narratives shown on the Site Summary page, a Site Strategy narrative provides information on protection strategies, recommended resources, and site logistical and access information. These site strategies are intended as guidelines to assist responders during the initial hours of a spill response. Most sites have more than one protection strategy. These additional strategies may be used as back-ups to the primary protection strategy or as alternatives to accommodate prevailing conditions. It should be understood that the described strategies are intended as initial protection strategies for the first 24 hours of a spill

The intent of the site strategies is to provide initial recommendations to protect the site until actual conditions and needs at sensitive sites can be determined and provide appropriately modified strategies. In other words, strategies presented here are flexible and may require modification in real response situations. The strategies provided are the best available response options for foreseeable typical wind and current conditions at the respective sites. Those conditions may not prevail at the time of the spill. Responders and planners may need to adjust strategies to meet the needs presented by prevailing conditions; following the initial emergency response many sites may have alternative strategies to accommodate differences in conditions. . Additional or modified protection measures should also be considered.

4611 Public Health Concerns, Seafood Tainting, & Fisheries Closure

Fish and shellfish resources may be impacted in oil & hazmat spill events. If these resources are impacted, there are several areas of concern, which are addressed with different procedures and goals. They are public health concerns, seafood tainting, and fisheries closures. These three domains may intersect but they are not the same. For example, fish or shellfish may have a flavor impact which could impact current and future market sales but not constitute a health hazard, and a commercial fishing closure may/may not be appropriate and may/may not merit a parallel sport fishing closure. RCP Appendix XXXII is the repository of available information on seafood tainting and anticipated future developments: further procedures for fisheries impacts are under development subsequent to State statute enacted in 2008.

State fishery closure protocols developed under Fish and Game Code Section 5654 have been established, tested and refined in several spills and drills since their implementation in 2009. The fisheries closure process is typically initiated by the ENVL.

4620 Culturally Sensitive Sites

General Guidance for addressing Cultural / Historic sensitivities is found in Appendix XIX of the Regional Response Plan: CALIFORNIA IMPLEMENTATION GUIDELINES FOR FEDERAL ONSCENE COORDINATORS FOR THE PROGRAMMATIC AGREEMENT ON PROTECTION OF HISTORIC PROPERTIES DURING EMERGENCY RESPONSE UNDER THE NATIONAL OIL AND HAZARDOUS SUBSTANCES POLLUTION CONTINGENCY PLAN provides the process to protect and conserve cultural and historic resources during a response. A key component of the guidelines for spill response is identification of a Historic

Properties Specialist (HPS) who will work with Planning and Operations to minimize impacts to cultural and historic resources from the response.

Volume II/Section 9800 provides Area Committee and GRA specific Cultural/Historic information. Most cultural resource information is very confidential. Much of this detail is included in Cultural and Historic Resources Information System (CHRIS), a detailed database maintained by the Office of Historic Preservation (SHPO) of the California Department of Parks and Recreation. Access to the database is restricted, and similar information is not publicly available here in order to keep these resources as secure as possible. In addition to the cultural /historic resource concerns noted on the Site Summary pages (when sensitive sites overlap cultural sites), Volume II/Section 9800 include details about accessing CHRIS, identifying local stakeholders, and contacts and references to other information sources such as tribal databases or other similar sequestered sources.

4630 Economic Sensitive Sites

Strictly economic resources are designated as the third priority for dedication of oil spill response resources, following human health and safety and environmental resources. Refer to Volume II/Section 9800 for detailed tables and maps of economic sites in each county or Geographic Response Area. The tables and maps include geographic location of resource or facility, a brief description of the resource at risk, contact names and numbers, and the priority response ranking.

4640 Shoreline Operational Divisions

Most of the six California Area Committees have pre-identified "Shoreline Operational Divisions". When these have been pre-identified, they are included in Volume II/Section 9800 along with other GRA information and shoreline operational division maps and descriptions. Shoreline Operational Divisions are numbered by county code and a single alpha character, e.g., LA-C for operational division C of LA County. This system is uniform throughout California. On-Water Operational Divisions or other special operational divisions may be identified by using a double alpha code such as AA or BB. Area Committees have pre-designated and pre-numbered shoreline operational divisions, because local geography, access, and historic spill responses dictate predictable patterns of shoreline response and cleanup. Refer to Volume II/Section 9800 for detailed information for each county or GRA.

4650 Shoreline Access Information

Some Area Committees have identified shoreline access points which would be useful for response. Coastal access points are grouped and identified by the operational division where they occur. If this information is available, it may be found in Volume II/Section 9800 or through OSPR scientific and GIS staff for detailed coastal access information for each county or GRA.

Used in conjunction with Environmental Sensitive Sites and Operational Divisions, Shoreline Access information enables responders to be directed to the most

convenient or appropriate coastal access point for their response effort. The amount of detail available for each access point is variable; northern California information is much less detailed than information included in southern California GRAs.

4700 Technical Support

Technical Specialists are advisors with special skills needed to support the incident. Technical Specialists may be assigned anywhere in the ICS organization. If necessary, Technical Specialists may be assigned to a separate unit. The Planning Section will maintain a list of available specialists and will assign them where needed. The following are example position descriptions for Technical Specialists that might be utilized during an oil spill response.

4710 Hazardous Materials

The Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), commonly referred to as the Superfund, was enacted on December 11, 1980. The purpose of CERCLA was to provide authorities the ability to respond to uncontrolled releases of hazardous substances from inactive hazardous waste sites that endanger public health and the environment. CERCLA established prohibitions and requirements concerning closed and abandoned hazardous waste sites, provided for liability of persons responsible for releases of hazardous waste at such sites, and established a trust fund to provide for cleanup when no responsible party could be identified. In addition, CERCLA provided for the revision and republishing of the National Contingency Plan (NCP, 40 CFR Part 300) that provides the guidelines and procedures needed to respond to releases and threatened releases of hazardous substances, pollutants, or contaminants. The NCP also provides for the National Priorities List, a list of national priorities among releases or threatened releases throughout the United States for the purpose of taking remedial action.

CERCLA (pronounced SIR-KLA) provides a Federal Superfund to clean up uncontrolled or abandoned hazardous-waste sites as well as accidents, spills, and other emergency releases of pollutants and contaminants into the environment. Through the Act, the Coast Guard and EPA were given power to seek out those parties responsible for any release and assure their cooperation in the cleanup. Also, see HAZARDOUS MATERIALS at Section 7000 for further discussion.

4710.1 Toxicologist

Toxicology is the study of the adverse effects of chemical, physical, or biological agents on living organisms and the ecosystem, including the prevention and amelioration of such adverse effects.

The Sector San Francisco toxicologist is Dr. Ron Tjeerdema (Jeer-De-ma). His phone number is 530-754-5192.

4710.2 Product Specialist

A Product Specialist is an individual who works for a private enterprise and who is knowledgeable of the operating characteristics of specific materials

that may harm the environment.

4710.3 Certified Marine Chemist

A Certified Marine Chemist (CMC) promotes the science of, and improve the methods of evaluation and eliminating health, fire and explosion hazards in marine and associated industries. The Sector San Francisco CMC is John Edgar with Edgar Environmental located in the San Francisco Bay Area. Their phone number is 510-909-3455 or 510-209-9649.

4710.4 Certified Industrial Hygienist

An Industrial Hygienist (IH) is a professional evaluating the health effects of chemicals or noise in a work place. The IHs use their knowledge to anticipate when a hazardous condition could occur to cause an adverse health effect on a worker or the environment. The Sector San Francisco IH is Bob Ford with OSPR. His phone number is 916-323-4686.

4710.5 Chemist or Chemical Engineer

Chemical engineers (CE) concern themselves with the chemical processes that turn raw materials into valuable products. CE skills encompass all aspects of design, testing, scale-up, operation, control, and optimization, and require a detailed understanding of the various "unit operations", such as distillation, mixing, and biological processes, which make these conversions possible.

4720 Oil

The Federal Water Pollution Control Act (FWPCA) is the primary law used for response and enforcement of oil pollution and hazardous substance discharges on or upon the navigable waters of the United States, or tributaries there of.

The Clean Water Act (CWA) amended the FWPCA and made the following provisions:

- Established pollution fund with a \$100 million amount
- Defined "reportable and harmful quantities"
- Authorized the federal assumption of clean-up operations.
- Established the National Response center.

The Oil Pollution Act (OPA) of 1990 streamlined and strengthened Coast Guard's and EPA's ability to prevent and respond to catastrophic oil spills. A trust fund financed by a tax on oil is available to clean up spills when the responsible party is incapable or unwilling to do so. The OPA requires oil storage facilities and vessels to submit to the Federal government plans detailing how they will respond to large discharges. EPA has published regulations for aboveground storage facilities; the Coast Guard has done so for oil tankers. The OPA also requires the development of Area Contingency Plans to prepare and plan for oil spill response on a regional scale. The Oil Pollution Act (OPA) of 1990 amended the CWA and made the following provisions:

- Created a \$1 billion pollution fund commonly referred to as the Oil Spill Liability
- Trust Fund (OSTLF).
- Allowed On-Scene Coordinator (OSC) to issue administrative orders.
- Increased civil penalties.
- Increased spiller liabilities.

4720.1 Scientific Support Coordinator

The Scientific Support Coordinator (SSC), in accordance with the National Contingency Plan, will provide the Federal On Scene Coordinator (FOSC) scientific advice with regard to the best course of action during a spill response. The SSC will obtain consensus from the Federal Natural Resource Trustee Agencies and provide spill trajectory analysis data, information on the resources at risk, weather information, tidal and current information, etc. The SSC will be the point of contact for the Scientific Support Team from National Oceanic and Atmospheric Administration's (NOAA) Hazardous Material Response and Assessment Division.

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities.

4720.2 Trajectory Analysis

The Trajectory Analysis Specialist is responsible for providing to the Unified Command projections and estimates of the movement and behavior of the spill. The specialist will combine visual observations, remote sensing information, computer modeling as well as observed and predicted tidal, current and weather data to form these analyses. Additionally, the specialist is responsible for interfacing with local experts (weather service, academia, researchers, etc.) in formulating these analyses. Trajectory maps, overflight maps, tides and current data, and weather forecasts will be supplied by the specialist to the Situation Unit for dissemination throughout the Command Post.

4720.3 Resources at Risk (RAR)

Resources at Risk Technical Specialist is responsible for the identification of resources thought to be at risk from exposure to the spilled oil through the analysis of known and anticipated oil movement and the location of natural, cultural, and economic resources. The Resources at Risk Technical Specialist considers the relative importance of the resources and the relative risk to develop a priority list for protection.

4720.4 Geographic Information System (GIS)

GIS Specialist is responsible for gathering and compiling updated spill information and providing various map products to the incident. The GIS team will work with the Situation Unit and the information management officer to ensure accurate and rapid dissemination of oil spill information to the ICS.

4720.5 Shoreline Cleanup Assessment Technique (SCAT)

(SCAT) Technical Specialist or Coordinator serves in the Environmental Unit and reports to the Environmental Unit Leader. This function is responsible for providing appropriate cleanup recommendations relative to the types of shorelines and the degree to which they have been impacted. The SCAT Technical Specialist or Coordinator should typically be staffed by a government regulatory natural resource trustee (e.g., DFG-OSPR), or a contracted subject matter expert agreed upon by the Unified Command during the initial Unified Command meeting.

During a spill response, SCAT is a function that is typically conducted under the Environmental Unit within the Planning Section. Depending on the complexity of the spill response, the SCAT Technical Specialist role may actually exist as a team. The teams are often made up of representatives from state and federal resource agencies, the responsible party and the USCG or USEPA and should be trained and knowledgeable in their roles. Members of the team can be:

1. SCAT Coordinator and
2. SCAT Team Leader or
3. SCAT Team member.

Bringing each of their agency's expertise together as a team SCAT teams collect the data needed to develop a shoreline cleanup plan that maximizes the recovery of oiled habitats and resources, while minimizing the risk of environmental injury from cleanup efforts. Consideration should always be given to:

- Potential for human exposure, by direct contact or by eating contaminated seafood;
- Extent and duration of environmental impacts if the oil is not removed;
- Natural removal rates;
- Potential for remobilized oil to affect other sensitive resources; and
- Likelihood of cleanup to cause greater harm than the oil alone.

Information from these assessments must meet the requirements of the cleanup operation, being both timely and of uniform quality and content. Finally, the teams must coordinate their field activities with the operational Divisions working in the areas being assessed. This ensures that all operations are conducted safely and that important information is exchanged.

The shoreline assessment data must be collected quickly since it is necessary for operational decision-making. Experience has shown that the dual objectives of NRDA and shoreline assessment are best met when field surveys for these activities are well coordinated. A typical ICS structure includes a NRDA Representative who works through the Liaison Officer at the Command Staff level. The NRDA representative is responsible for coordinating NRDA needs and the activities of the Natural Resource trustees.

The SCAT Coordinator should be designated to manage the teams and synthesize their field data, utilizing standard GIS data formats compatible with CA OSPR's GIS database system, and develop reports used by the

Environmental Unit and Planning Section to support the daily Incident Action Plan (IAP).

The shoreline assessment process should be easily modified to fit the spill conditions; it should be as simple as possible, yet comprehensive enough to address all of the issues and concerns of shoreline cleanup. It must not be a slow, cumbersome process that keeps Planning and Operations will be forced to get the information it needs on its own, and thus the work products of the SCAT teams will not be used and critically impacted sites may be overlooked, missed, or placed at as a lower priority for response operations.

NOAA has a Shoreline Assessment Job Aid, which can aid the response organization in determining the extent of damage along various types of shoreline.

http://response.restoration.noaa.gov/shor_aid/shor_aid.html

Roles and Responsibilities of the Shoreline Cleanup Assessment Technical Specialist or Coordinator

- Coordinate SCAT team response activities
- Working within Operations and Unified Command objectives, strategies, and tactics recommend the need for and number of SCAT teams.
- Conduct or assign someone to conduct aerial reconnaissance surveys to scope the shoreline oiling issues
- Ensure that all teams have the necessary representation and all members have the necessary training
- Develop daily assignments for each team, according to the needs of the Planning and Operations sections to meet the Unified Command response objectives
- Coordinate with natural resource damage assessment (NRDA) concerns on shoreline assessment to optimize data sharing through the ENVL.
- Inform the ENVL of any cleanup concerns of the various resource agencies and managers and assist the ENVL with development of the IAP ensuring those concerns are addressed in the decision-making process
- Arrange for equipment and transportation for the SCAT teams through the Logistics Section
- Coordinate actions with Operational Branches, Groups, and Divisions.
- Assist in the development of cleanup guidelines
- Assist in the development of recommendations for cleanup endpoints considering shoreline type, ecological sensitivity, recreational use, and aesthetic requirements, etc.
- Assist in the development of cleanup guidelines for implementation based on each cleanup method for the impacted shoreline types, including any agency concerns
- Lead SCAT reporting requirements to the ENVL, PSC and Unified Command

- Develop a survey and reporting schedule to produce survey results in time for incorporation into the Incident Action Plan (IAP)
- Ensure that teams use proper terminology and apply guidelines uniformly
- Receive reports from field teams and synthesizes them into a daily summary in IAP format that is accessible to the field teams if problems arise
- Brief ENVL on issues raised by the SCAT teams, particularly where cleanup methods must be modified to increase effectiveness or decrease impacts
- Helps team reach consensus and report dissenting opinions when consensus is not reached to the ENVL.
- Continue to lead evaluation of targeted cleanup endpoints and modify them as necessary
- Maintain SCAT Unit Log (ICS 214-CG).

Responsibilities of the SCAT Team

- Describe shoreline types, oiling conditions, and physical setting
- Identify sensitive resources (ecological, recreational, cultural)
- Determine the need for cleanup
- Recommend shoreline cleanup methods and endpoints:
- Specify generic and site-specific constraints for cleanup activities
- Determine the need for follow-up surveys if archaeological and cultural resources are present
- Establish cleanup priorities
- Identify safety concerns for cleanup operations
- Monitor cleanup effectiveness and effects, suggesting changes where needed
- Determine when cleanup operations are no longer effective
- Conduct post-cleanup inspections before sign-off
- Recommend to SCAT Technical Specialist or Coordinator if cleanup necessary at a given location based on observations
- Assist in the determination of which cleanup methods are appropriate or recommended for a given location
- Assist in the determination of which constraints are needed to protect sensitive resources for a given location
- Assist in the determination of site prioritization for cleanup
- Assist in the determination if cleanup operations are being conducted properly
- Assist in the determination if the cleanup method being used is no longer effective or causing collateral damage and recommend alternative methods.
- Assist in the determination if the targeted endpoints are realistic and obtainable for the current spill conditions.
- Assist in the determination if cleanup operations should be terminated at a given site.

4720.6 Natural Resource Damage Assessment (NRDA)

Refer to section 9720.2 for procedures for conducting a Natural

Resource Damage Assessment.

4720.7 Specialized Monitoring of Applied Response Technologies (SMART)

SMART is used to scientifically monitor the use of dispersants, other chemical countermeasures, or in-situ burns. These operations however, because of their time sensitivity shall not be delayed pending the arrival of SMART monitoring equipment or personnel.

SMART is used to collect scientific information for the Unified Command to provide a measurement of success in the operation and to improve the knowledge about non-mechanical recovery procedures.

Documents for SMART can be found at:

http://www.uscg.mil/directives/ci/16000-16999/CI_16470_1.pdf

4720.8 Alternative Response Technologies (ART) (Dispersant, ISB, Bioremediation, Mechanical)

The Alternative Response Technologies (ART) Technical Specialist is responsible for evaluating the opportunities to use ART, including dispersant or other chemical countermeasures, in-situ burning, and bioremediation. The specialist will conduct the consultation and planning required to deploy a specific ART, and articulate the environmental tradeoffs of using or not using a specific ART.

Refer to the [Incident Management Handbook \(IMH\)](#) for position responsibilities

See Sections 3260 through 3280 for ART use.

4720.9 Decontamination

The decontamination group is responsible for decontamination of personnel and response equipment in compliance with approved statutes. Contaminated personnel and personnel entering contaminated areas shall be decontaminated in accordance with the instructions of the Site Safety Officer (SSO). The following “minimum” actions shall be performed:

- Direct and coordinate decontamination activities
- Determine resource needs
- Brief SSO on conditions.

4720.10 Disposal

Refer to [APPENDIX XXVI of the Region IX Contingency Plan](#) for a Waste Management Plan example. See Section 3240 for more detail regarding disposal.

4720.11 Cultural and Historic Properties

Information on cultural and historic properties is protected and can only be obtained on a case-by-case basis. Refer to Section 9802 of this plan for discussion of cultural, historic and other resources at risk. The RCP guidelines ([Appendix XiX](#)) require that in so far as possible, a FOSC Historic Properties Specialist will be identified and assigned to Environmental Unit of the Planning Section to ensure that the Guidelines are properly implemented. USCG has several vendors with BOAs to supply staff for this function.

4730 General

4730.1 Dredging

TBD

4730.2 Deepwater Removal

TBD

4730.3 Heavy Lift

TBD

4730.4 Lightering

In addition to local, commercial lightering companies, the National Strike Force and Navy SUPSALV own oil-pumping equipment. They both have equipment capable of pumping highly viscous oils.

Refer to COTP Advisory 02-97 and section 9720.11.1 for more information.

4730.5 Salvage

Salvage Engineering Response Team (SERT)

Provides immediate salvage engineering support to U.S. Coast Guard Units in response to vessel casualties. This includes independent technical evaluation of the situation and helping to formulate practical and effective solutions.

Description of SERT's Roles and Capabilities The Marine Safety Center SERT is comprised of 8-10 staff engineers who are on call **24 hours a day, 7 days a week** to provide immediate salvage engineering support to the Coast Guard Captains of the Port (COTP) and Federal On-Scene Coordinators (FOSC) in response to a variety of vessel casualties. Specifically, SERT can assist the COTP and FOSC with managing and minimizing the risk to people, the environment, and property when responding to vessels that have experienced a grounding, allision, collision, capsizing, or structural damage. SERT provides this assistance by performing numerous technical evaluations including: assessment and analysis of intact and damaged stability, hull stress and strength, grounding and freeing forces, prediction of oil/hazardous substance outflow, and expertise on passenger vessel construction, fire protection, and safety. SERT has mobile computing capability for on-scene deployment. The MSC maintains a database containing over 5,000 hull files

that can be used to generate computer models of vessels used in salvage engineering. External relationships with organizations like the Navy Supervisor of Salvage (SUPSALV), U.S. Coast Guard Intel Coordination Center, and the Office of Naval Intelligence (ONI), as well as all major class societies, also enable the salvage team to quickly locate and transfer information about a damaged vessel that would otherwise be difficult to access.

SERT also assists in the development and execution of exercises involving vessel casualties under the National Preparedness for Response Exercise Program (PREP). When requesting SERT assistance, the [Rapid Salvage Survey Form](https://homeport.uscg.mil/mycg/portal/ep/contentView.do?contentType=2&channelId=-24502&contentId=83082&programId=46984&programPage=%2Fep%2Fprogram%2Feditorial.jsp&pageType=13489), (available on line <https://homeport.uscg.mil/mycg/portal/ep/contentView.do?contentType=2&channelId=-24502&contentId=83082&programId=46984&programPage=%2Fep%2Fprogram%2Feditorial.jsp&pageType=13489>) which contains the minimum essential casualty details, should be utilized.

In the event of a vessel casualty, initial contact with the vessel owner or representative is through the Captain of the Port (COTP) or Federal On-Scene Coordinator (FOSC). SERT may be contacted initially by the COTP or FOSC, and eventually the vessel representative or naval architect, using the following information:

- Marine Safety Center (0700 to 1630 daily): (202) 366-6480 or 6441
- Salvage Team duty member cell phone: (202) 327-3985
- Salvage Team Leader: (202) 366-6441 or cell phone (202) 327-3987
- FLAGPLOT (manned 24 hours/7 days a week): (202) 267-2100 or 1-800-DADSAFE

Refer to section 9720.1 for more information on other sources of assistance and procedures.

4740 Law Enforcement

The Law Enforcement Group is responsible for coordinating and directing all law enforcement activities related to the incident, including but not limited to, isolating the incident, crowd control, traffic control, evacuations, beach closures, and/or perimeter security.

Perimeter/Crowd/Traffic/Beach Control

Perimeter/Crowd/Traffic/Beach Control if needed should be coordinated with local law enforcement authorities and may be augmented or replaced with contract security for protracted responses.

Safety/Security Zones

Safety Zone regulations in 33 CFR 165.20 Subpart C is defined as a water area, shore area, or water and shore area to which, for safety or environmental purposes,

access is limited to authorized persons, vehicles, or vessels. It may be stationary and described by fixed limits or it may be described as a zone around a vessel in motion.

Security Zone regulations in 33 CFR 165.30 Subpart D is defined as an area of land, water, land and water which is so designated by the Captain of the Port or District Commander for such time as is necessary to prevent damage or injury to any vessel or waterfront facility, to safeguard ports, harbors, territories, or waters of the United States or to secure the observance of the rights and obligations of the United States. The purpose of the security zone is to safeguard from destruction, loss, or injury from sabotage or other subversive acts, accidents, or other causes of similar nature: (1) vessels (2) harbors (3) ports, and (4) waterfront facilities: in the United States and all territory and water, continental or insular, that is subject to the jurisdiction of the United States.

4750 SAR

The Search and Rescue (SAR) group is responsible for prioritization and coordination of all Search and Rescue missions directly related to a specific incident. All search and rescue operations will be coordinated through the Sector San Francisco Inter Operations Center (IOC).

4760 Marine Fire

Refer to [Coast Guard Sector San Francisco Marine Fire Fighting Contingency Plan](#). This document is published as a standalone document under a separate cover.

4770 Potential Places of Refuge (PPOR) Unit

The ultimate authority and responsibility for making a PPOR decision rests with the COTP. Thus, the PPOR Unit Leader should be a USCG FOSC-R, or their designee, who can coordinate the efforts of salvors, implement the COTP salvage objectives, directives and concerns, review and comment on the salvage plan. The PPOR Unit Leader will also provide direct coordination between the COTP, Salvage Master, Operations Section Chief, and other IMT positions and Salvage Branch functions. Ideally this PPOR Unit Leader should have strong familiarity with salvage, local port issues, and Potential Places of Safe Refuge (PPOR) assessment tools and preplanning. There are also significant Public Information issues which may require skillful management. This PPOR Unit Leader shall have direct contact with the COTP and shall keep the Operations and Planning Chiefs informed of concerns and progress, and be available for stakeholder outreach and media/public interviews and addresses.

4770.1 Potential Places of Refuge (PPOR)

PPOR comes into play when there is probability of public health, environmental or economic impacts. When PPOR situations arise, guidance for assessing and selecting an appropriate place of refuge is provided in RCP Appendix XXVI Guidelines for Potential Places of Refuge Decision-Making.

Guidance directs the COTP to make appropriate determinations and provides for decision and consultations with stakeholders under different time constraint scenarios. It also directs pre-planning and assessment of potential places of refuge. The remainder of this section deals with the facets of PPOR identification, rating, and selection.

4770.2 PPOR Pre-Incident Planning

The PPOR Unit should be aware that the three Area Sub-Committees in Sector San Francisco's Area of Responsibility have conducted PPOR planning. Their planning efforts resulted in information housed within a PPOR Database of potential sites (Section 8200). The PPOR database information is intended to be comprehensive and has been tailored so that it facilitates the use of Place of Refuge Risk Assessment Job Aids (See RCP, Appendix XXVI).

4770.3 PPOR Unit Guidance Regarding Decision Process and Players

Both the NRT and RRT guidance indicate that Places of Refuge decisions are often made under extreme time constraints. While it is desirable to inform and include the wide array of stakeholders in the decision process, time may not permit such an engagement.

Minimally, the COTP and the responsible party's salvage representatives will be included. In a Unified Command, an additional key player is the State On-Scene Coordinator who will liaise with the Governor's Office and local agencies. A State or Federal Resources at Risk Technical Specialist who is familiar with local resources can assist with PPOR assessment and communicate with other resource trustees. In instances requiring a quick-term decision, these may be the only participants. Ultimate PPOR decision authority resides with the COTP.

When circumstances permit and there is more time for advance planning for the vessel arrival, a more comprehensive assessment can be made by forming a PPOR Unit within the Planning Section. The Unit will include a USCG FOSC-R, or their designee, a salvage team representative, a lead Natural Resources Trustee, and a local government agency representative.

The PPOR Unit first works with salvors to determine vessel location preference for needed repair or salvage operations. Their choices and preferences may be constrained as indicated in section 3321.3.1. The PPOR Unit Leader is tasked with ensuring the preliminary PPOR list includes all potential places which can meet the response needs, and not just the preferred or convenient locations. Once an initial PPOR list has been created, the PPOR Unit must then determine the possible scenarios and consequences to evaluate human health and safety risks, natural resources at risk, and economic interests using the job aids and guidance discussed below. Each scenario should be written down so that details and critical decision points are captured throughout the evolution and can be articulated later.

As soon as a PPOR list has been developed, the natural resource concerns may be used to help evaluate relative desirability. This portion of the process should be under the guidance of a lead Natural Resource Trustee. The Lead Natural Resources Trustee (LNRT) should be familiar with local resources and skilled at difficult environmental trade-off decisions. The LNRT should identify and reach-out to respective natural resource trustees whose trustee resources might be at risk. It is the LNRT's job to explain the situation, limit the discussion to the identified list of potential locations, establish a working scenario to use for the decision process, and help trustees evaluate consequences and make trade-off decisions. This role is key as many trustees are neither experienced nor comfortable making adverse environmental trade-off decisions based on incomplete information. It is important that the scenario derived by the salvage participant is used to provide context for the decision-making process.

Once alternatives have been narrowed by the PPOR Unit, including Natural Resource Trustees, the local agencies should be engaged by the local agency lead. It is clear from the 2007 Cosco Busan event that there is a large information gap between the technical side of oil spill realities and public perception which is easily exacerbated by media getting in advance of public information releases. Therefore, it is important that the local agency representatives be engaged synchronously with a basic information package to limit speculation and focus discussion on available options.

The lead local agency representative will make a similar assessment for public health concerns using inputs from public health agencies and for economic concerns using local government agencies.

4770.4 PPOR Unit Decision Tools

There are two approaches to the decision process within Sector San Francisco AOR. Both include the activities described in the previous section. One is a committee-like process which has been used successfully in events and drills in Alaska (Alaska Model) and the other is an analytic approach which has been used in a real event in Hawaii and recent NPREP and maritime drills in California. Experience indicates that the place of refuge chosen is the same whether intuitively justified or semi-quantitatively derived. Both approaches work because there are clearly reasonable considerations which make some alternatives more preferable and others more problematic. Neither system is immune to political or misinformed public response.

4770.4.1 Alaska Model

In the Alaska Model, the salvors and Natural Resource Trustees collaborate to simultaneously evaluate PPOR options, and as they arrive at the least adverse alternatives (best available choices), they confer and work out differences or mitigation concerns to arrive at a single preferred alternative. Having done so, the PPOR Unit calls the stakeholders in an open conference call where each stakeholder identifies their concerns in five minutes or less and provides their preference. This forum allow for immediate address and, at times, alleviation of concerns by including mitigating measures. This works

well when the group of stakeholders is of a manageable size.

4770.4.2 Place of Refuge Risk Assessment Job Aid

The Place of Refuge Risk Assessment Job Aid was recommended (but not obligatory) under COMMANDANT INSTRUCTION 16451.9 in 2007, however the use of this job aid provides required documentation of the decision-making process. This instruction provided process guidance and an analytic tool to make assessment of alternative responses to ships seeking a place of refuge. The analytic tool is a spreadsheet which helps to convert qualitative appraisals into semi-quantitative comparisons. The tools and guidance are available in the RCP Appendix XXVI. The tool is particularly helpful for those who struggle with making environmental decisions with suboptimal information between undesirable alternatives to seek the most preferred choice.

As explained in the accompanying documents, the tool is a decision aid which uses a risk based matrix: where Risk = Probability of event getting worse by course of action X consequences resulting.

Relying on subject matter experts and stakeholders to perform the evaluation, this tool can be used effectively. However, users must be trained in both its application and limitations for PPOR decision-making (PPOR Unit Leader and, hopefully, respective Trustee and local agency leads). The tool can be used to assess many options simultaneously and show comparative desirability.

4770.5 PPOR Unit Activities to Address Public Relations and Special Concerns for Places of Safe Refuge

It is very clear that a distressed vessel coming into a port is a newsworthy item. The COTP is the sole person having responsibility for this decision. Managing information about such an event is essential to the success of the event, particularly in portions of California where public awareness of the consequences of inaction are poorly developed.

The COTP may call upon PIO efforts above and beyond normal media events when a PPOR event is occurring. It is important to form a public information plan simultaneously with the formation of a PPOR Unit. Before a formal recommendation is made to the COTP by the PPOR Unit, this plan to share the information and further the decision with key stakeholders should be in place and outreach materials ready for distribution, with COTP approval.

In addition to informing the COTP and UC, the RRT should be advised of preliminary PPOR options and the likely final candidate location and their support sought. Immediately after, the local stakeholders must be engaged to address public health and economic concerns. This may best be done by creating a fact sheet with final candidate site(s) identified and rationales/constraining issues which limit choices to included candidates.

The local agencies must be included in the completion of the assessment and should be provided with the remaining portions of the decision process or tool and a preplanned conference call as well as points of contact. This outreach must not only include the local agencies where candidate site(s) may be located, but all those agencies in the transit route as well.

4771 PPOR Decision Making Job Aid

Refer to [Appendix XXVI of the Region 9 Regional Contingency Plan](#).

4780 Planning Considerations for Nonfloating Oils

Refer to [Appendix XXVIII of the Region 9 Regional Contingency Plan](#).

4800 Required Correspondence, Permits & Consultation

Refer to [Section 4003 of the Region 9 Region Contingency Plan](#)

4810 Administrative Orders

Refer to [Section 4003.01 of the Region 9 Region Contingency Plan](#)

4820 Notice of Federal Interest

Refer to [Section 4003.02 of the Region 9 Region Contingency Plan](#)

4830 Notice of Federal Assumption

Refer to [Section 4003.03 of the Region 9 Region Contingency Plan](#)

4840 Letter of Designation

Refer to [Section 4003.04 of the Region 9 Region Contingency Plan](#)

4850 Fish and Wildlife Permits

Refer to [Section 4003.05 of the Region 9 Region Contingency Plan](#)

4860 ESA Consultations

Endangered Species Act Consultation

The approval of the Area Contingency Plan and Regional Contingency Plan is itself not an action that is expected to have an effect on Endangered Species Act (ESA) listed species or designated critical habitat in California. The actions taken to respond to an oil spill may have an effect on listed species or critical habitat and those actions would be subject ESA Section 7 consultation through emergency consultation as per 50 CFR 402.05 and the Memorandum of Agreement regarding oil spill planning and response activities signed in 2001 and titled "Inter-agency Memorandum of Agreement Regarding Oil Spill Planning and Response Activities Under the Federal Water Pollution Control Act's National Oil and Hazardous Substances Pollution Contingency Plan and the Endangered Species Act, signed by USCG, EPA, US Fish and Wildlife Service, NOAA Fisheries, National Ocean Service, and Office of Environmental Policy and Compliance." The U.S. Coast Guard is aware of their responsibilities under the ESA and solicited and received input from the National Marine Fisheries Service and U.S. Fish and Wildlife Service as part of the update of this Area Contingency Plan and will continue to receive support from the Services through their participation on the Area Committees and associated planning processes.

Refer to [Section 4003.09 of the Region 9 Region Contingency Plan](#)

4870 Disposal

Refer to [Section 4003.06 of the Region 9 Region Contingency Plan](#)

4880 Dredging

Refer to [Section 4003.07 of the Region 9 Region Contingency Plan](#)

4890 Decanting

Refer to [Section 4003.08 of the Region 9 Region Contingency Plan](#) and Decanting MOU with State Water Resources Control Board in [Appendix VIII](#) of the Region 9 RCP.

4900 –Reserved

THIS PAGE INTENTIONALLY BLANK

APPENDIX A

NON-WILDLIFE VOLUNTEER PLAN (NWVP)

FOR VOLUNTEERS RESPONDING TO

MARINE OIL SPILLS

AUGUST 2011

This plan received its initial generation from the Volunteer Subcommittee of the San Francisco Bay and Delta Area Committee. Subcommittee member organizations included the United States Coast Guard (USCG), California Department of Fish and Game/Office of Spill Prevention and Response (CDFG-OSPR), California Coastal Commission, California Emergency Management Agency (Cal EMA), Marin County Office of Emergency Services, San Francisco Department of Emergency Management, City of Oakland Office of Emergency Services, Sonoma County Fire and Emergency Services Department, Alameda County Office of Emergency Services, Contra Costa County Office of Emergency Services, the City of Albany, the County of San Mateo, California Volunteers, Farallones Marine Sanctuary Association (and their Beach Watch volunteers) and San Francisco Baykeeper.

Principle contributors to this plan were Janell Myhre (Marin County Sheriff's Office of Emergency Services), LT. Brad Conway (USCG), Cindy Murphy and Ellen Faurot-Daniels (CDFG-OSPR), Amy Ramirez and Susan Christensen (San Francisco Department of Emergency Management), Monica Jackson (Sonoma County Fire and Emergency Services Department) and Bob Wilson (Farallones Marine Sanctuary Association). Many subcommittee members were involved in tracking the progress of the Non-Wildlife Volunteer Plan development and receive our particular thanks for their consistent involvement, support, and generation and review of materials. We offer our gratitude to the City of Oakland Office of Emergency Services and Marin County Office of Emergency Services for hosting our meetings.

We also extend our appreciation to the Co-Chairs and Alternate Co-Chairs of the San Francisco Bay and Delta Area Committee, USCG Captain Paul M. Gugg (Captain of the Port, USCG District 11), USCG Commander Kevin J. Bruen, USCG, LT Commander Augustus Bannan, USCG, and LT. Rob Roberts, CDFG-OSPR. This Non-Wildlife Volunteer Plan was made possible by their consistent support and endorsement of the SFBD AC Volunteer Sub-Committee. Thank you.

For information about the Non-Wildlife Volunteer Plan, please contact:

USCG Sector San Francisco, Contingency Planning Department: 415-399-7320

HOMEPORT

CDFG OSPR Headquarters, Sacramento, CA, 916-445-9338

CDFG OSPR Volunteer Coordinator, Sacramento, CA, 916-324-6250

<http://www.dfg.ca.gov/ospr/>

**San Francisco Bay & Delta
Non-Wildlife Volunteer Plan (NWVP)**

Table of Contents

- 1.0 PURPOSE**
 - 1.1 Introduction
 - 1.2 Law and Policy Statement
 - 1.2.1 Volunteer Insurance Coverage and Liability
 - 1.2.1.1 California DFG Volunteer Management
 - 1.2.1.2 Federal Volunteer Management
- 2.0 UNIFIED COMMAND CONSIDERATIONS FOR USE OF VOLUNTEERS**
- 3.0 CONCEPT OF OPERATIONS FOR VOLUNTEERS**
 - 3.1 Non-Wildlife Volunteer Opportunities
 - 3.2 Volunteer Mission Tasking
 - 3.3 Local Government Assisting Agencies
 - 3.3.1 Emergency Operations Centers (EOC)
 - 3.3.2 Emergency Volunteer Centers (EVC)
 - 3.3.3 Non-Government Organizations (NGO)
 - 3.4. Training
 - 3.5 Public Information Officer-Joint Information Center (PIO-JIC)
- 4.0 ICS ROLES AND RESPONSIBILITIES**
 - 4.1 Unified Command (UC)
 - 4.1.1 FOSC, SOSC, RP, LGOSC
 - 4.1.2 Liaison Officer (LNO)
 - 4.1.3 Public Information Officer (PIO)
 - 4.1.4 Safety Officer (SOFR)
 - 4.2 Operations Section
 - 4.2.1 Operations Section Chief (OSC)
 - 4.2.2 Branch Director (OPBD)
 - 4.2.3 Division/Group Leader (DIVS)
 - 4.2.4 Strike Team Leader (STLCR)
 - 4.2.5 Staging Area Manager (STAM)

- 4.3 Planning Section
 - 4.3.1 Planning Section Chief (PSC)
 - 4.3.2 Resources Unit Leader (RSL)
 - 4.3.3 Check-in Status Recorder (SCKN)
 - 4.3.4 Situation Unit Leader (SITL)
 - 4.3.5 Volunteer Unit Leader (VUL)
 - 4.3.6 EVC Coordinator (EVC-C)
 - 4.3.7 NGO Coordinator (NGO-C)
 - 4.3.8 Demobilization Unit Leader (DMOB)
- 4.4 Logistics Section
 - 4.4.1 Logistics Section Chief (LSC)
- 4.5 Finance Section
 - 4.5.1 Finance Section Chief (FSC)

5.0 LOCAL GOVERNMENT OPERATIONS

- 5.1 Emergency Management Contact-Local Government – Agency Representative (AREP)
- 5.2 Emergency Operations Center (EOC)
- 5.3. Emergency Volunteer Center (EVC)

6.0 VOLUNTEERS AND VOLUNTEER ORGANIZATIONS

- 6.1 Unaffiliated Volunteers
- 6.2 Affiliated Volunteers
- 6.3 Non-Government Organizations (NGO)
- 6.4 Community Based Organizations (CBO)

7.0 ICS ORGANIZATIONAL CHART

- 7.1 ICS Organizational Flow Chart-Local Government Relationship as Assisting Agency for Volunteer Management

8.0 TRAINING MATRIX

- 8.1 Criteria

9.0 ATTACHMENTS:

- A. Unified Command (UC) Check Sheet/Job Aid
- B. Position Checklists: VUL, EVC-C, NGO- C, STLCR
- C. Acronyms
- D. Volunteer Public Messaging Samples
- E. Volunteer Resource Request Form
- F. Emergency Services Contact Information
 - F1. California Coastal Emergency Services Contacts
 - F2. All CA Contacts EVC List
 - F3. Regional Non-Government Organization List
- G. Suggested EVC MOU Template

H. Suggested NWVP Training Agenda

1.0 PURPOSE

This Non-Wildlife Volunteer Plan (NWVP) refers to and supports the United States Coast Guard (USCG) Incident Management Handbook (IMH) and complies with the National Incident Management (NIMS) guidelines. (Homeland Security Presidential Directive; HSPD-5) It has been developed for guidance to the Unified Command (UC) or Incident Commander (IC) to consider the integration of volunteers into oil spill response for missions other than oiled wildlife. The UC should also refer to the relevant Area Contingency Plan or Local Oil Spill Contingency Plan for additional information regarding the use of volunteers. For the purposes of this plan, the term “UC” from this point forward is intended to be synonymous with UC or IC lead responses.

Historically, volunteers from the general public have not been utilized in oil spills outside the care and processing of oiled wildlife due to the health and safety hazards often present during an oil spill incident. However, recent California oil spill incidents have demonstrated there may be strong public interest in volunteer participation in other aspects of spill response. This NWVP sets forth guidance and protocols for the use of volunteers for non-wildlife related work at oil spill incidents.

Under this NWVP, all volunteers must register to work an oil spill incident. Every volunteer must meet the incident specific UC training requirements. In this plan, volunteers are defined using the following terms:

- **Affiliated Volunteers.** Individuals who come forward following a disaster to assist during the response or recovery phase, without pay or other consideration and have a pre-existing arrangement with either a governmental agency or NGO. They have been trained for a specific role or function prior to a disaster. An affiliated volunteer's organization (AVO) must have established ties to the local response structure.
- **Unaffiliated/Spontaneous/Convergent Volunteers.** Individuals, who come forward following an incident to assist in incident-related activities during the response or recovery phase, but have little or no training and are not part of an existing response organization. In this NWVP, unaffiliated and unaffiliated volunteers will be referred to as Unaffiliated.

California Department of Fish and Game (CDFG) – Office of Spill Prevention and Response (OSPR) collaborates with the Oiled Wildlife Care Network (OWCN) through the University of California, Davis School of Veterinary Medicine and is legislatively mandated to rescue and

rehabilitate oiled wildlife during an oiled wildlife response. The OWCN is a statewide collective of pre-trained wildlife care providers, regulatory agencies, academic institutions and wildlife organizations that work to rescue and rehabilitate oiled wildlife in California. The OWCN maintains specialized wildlife facilities in a constant state of readiness throughout the State of California. Refer to www.OWCN.org for a current list of network members. During an oiled wildlife response, a limited number of unaffiliated volunteers can be used in the care and processing of oiled wildlife rehabilitation. The use of volunteers for wildlife-related services falls within the Wildlife Branch which reports to the Operations Section Chief and is not covered by the NWVP. For additional information, please refer to the Wildlife Response Plan at: <www.dfg.ca.gov/ospr/response/acp/marine>.

The focus of the NWVP is on non-wildlife volunteers and is designed to assist the UC with guidelines to safely integrate volunteers into an oil spill response. It is not the intent of the NWVP that volunteers replace or supplant government employees and or commercial responders, but to provide concerned citizens an opportunity to safely participate in the response.

1.1 Introduction

Due to the complexity of volunteer management and its potential to hinder the UC and oil spill operations, this NWVP establishes a Volunteer Unit (VU) in the Planning Section. The NWVP recommends a VU be staffed at the earliest opportunity to conduct stand by notifications of local government volunteer organizations including Emergency Management Organizations, Non-Government Organizations and Emergency Volunteer Centers (see Attachment F 1-3). The VU's task during early activation stages also includes advising the UC of the possible need for volunteers, external pressures to use volunteers and local government's ability to assist in managing volunteers.

In general, volunteers do not participate in the majority of oil spill responses. In cases when there has been no volunteer interest expressed, the Incident Command System (ICS) structure may not contain any positions specifically dedicated to volunteer management. As the UC becomes aware of individuals or organizations interested in providing volunteer services and/or the need for volunteers arises, the UC should address the volunteer issue and may make assignments for volunteer coordination within the ICS.

1.2 Law and Policy Regarding the Use of Volunteers for Missions Other Than Oiled Wildlife

Under California law, the Administrator of the CDFG-OSPR may utilize volunteer workers to assist with oil spills in waters of the State (CA Government Code Section 8670.8.5). These volunteers are deemed employees of the state for the purpose of workers' compensation under Article 2 (commencing with Section 3350) of Chapter 2 of Part 1 of Division 4 of the Labor Code. The RP is liable for oil spill response and clean-up costs, including costs associated with the use of volunteers for spill response. The costs associated with the use of Registered Volunteers may be funded by the state's Oil Spill Response Trust Fund (CA Government Code Section 8670.50). Any payments for Registered Volunteer workers' compensation claims shall be made from the Oil Spill Liability Trust Fund (OSLTF). The RP is liable for payment of these costs either directly or by reimbursement to the OSLTF (CA Government Code Sections 8670.25, 8670.46 – 8670.53, and 8670.62).

31 U.S.C. 1342 prohibits Coast Guard personnel from accepting any offer of a voluntary service unless acceptance of that type of voluntary service is expressly permitted by statute – EXCEPT for emergencies involving the safety of human life or the protection of property. As used in this section, the term “emergencies involving the safety of human life or the protection of property” does not include ongoing, regular functions or government, the suspension of which would not imminently threaten the safety of human life or the protection of property. An oil spill that threatens the U.S. coast line will most likely qualify as an “emergency” that would permit Coast Guard personnel to accept voluntary services offers.

Generally, volunteer use and coordination in an oil spill offers complications not normally encountered during an incident response. The UC should take into account the following considerations when deciding whether or not to utilize volunteers.

- Non-Wildlife unaffiliated volunteers generally do not participate in the physical removal or remedial activities during oil spill response. The Planning, Operations, and Logistics Sections will need to incorporate volunteer efforts into many aspects of their duties. This paradigm shift will require time and effort during an Incident Command Post’s (ICP) daily routine.
- The timing of the Incident Action Planning (IAP) process could be more immediate than the lead time required to train and deploy volunteers. The cycles could be mismatched and difficult to manage.
- Unaffiliated volunteers are ‘just in time’ trained. This creates a higher risk of injury and liability than other oil spill responders who are trained and exercised on a regular basis.
- More risk and cost may occur in order to train volunteers at a minimum level, which could achieve a lower performance result at a higher threat to safety.
- There are many agencies involved in oil spill response. Coordinating with local governments can be difficult to standardize. Counties, cities and town agencies, as well as local volunteer organizations often have specialized operations and might not understand how an oil spill incident is managed.
- Using volunteers at the ICP may create an information security risk. The UC should be aware of pending investigation and litigation issues and the issues associated with unauthorized volunteer access to sensitive information.
- If there is no RP in a spill, the responsibility for funding of volunteers and volunteer liability will need to be determined.

1.1.1 Volunteer Insurance Coverage and Liability

A unified decision to use volunteers will be made by UC. Volunteer insurance coverage and liability may be handled differently, depending on response decisions. Volunteer insurance coverage and liability will generally be facilitated by state or federal agencies. In an oil spill event, volunteer liability forms will generally be provided by the CDFG OSPR and should be used in lieu of other government volunteer liability processes, such as the California Disaster Service Worker (DSW) program.

Registered Volunteers in this plan refers to volunteers who are performing approved UC tasks, have completed the requisite training and completed the required volunteer service agreement forms.

1.1.1.1 California Department Fish & Game (CDFG) Volunteer Management

Registered Volunteers will execute a CDFG Volunteer Service Agreement and Loyalty Oath. The CDFG Volunteer Service Agreement and Loyalty Oath grants Registered Volunteers status as unpaid employees of CDFG, and eligibility for coverage under the State Workers' Compensation Program. Individuals volunteering at the incident site without approval or authorization (i.e. non-Registered Volunteers) may not be entitled to receive state workers' compensation benefits.

If the UC decides to utilize volunteers during an oil spill incident, the VU must ensure all of the Registered Volunteers attend required training and complete the UC approved required paper work (i.e.: a CDFG Volunteer Service Agreement and other required documents as provided in Appendix H).

In the event of a volunteer injury, the designated volunteer supervisor, the VU and/or SOFR is responsible for ensuring the correct actions are taken to ensure the injured volunteer's compensation benefits and claims are handled according to the procedures and policies outlined by CDFG. State workers' compensation information can be found at the following website: http://www.dir.ca.gov/dwc/dwc_home_page.htm.

1.1.1.2 Federalized Volunteer Management

Refer to NRT website for ongoing updated info.

2.0 UNIFIED COMMAND CONSIDERATIONS FOR USE OF VOLUNTEERS

Volunteers will not automatically be used for missions such as shoreline clean up. Depending on the nature of the incident, volunteers may or may not be used to respond to an incident. Local government decision-makers can provide a wealth of knowledge to a UC when contemplating the initial decision to use volunteers. The benefit of volunteer efforts must be weighed against concerns for volunteer safety. Based on the conditions specific to a particular incident, the UC will determine the suitability of integrating volunteers for oil spill response missions. In all instances careful consideration shall be used to identify specific areas where volunteers can be used safely. If, in the judgment of the UC a dangerous condition(s) exists such that volunteers cannot be used safely, volunteers shall be restricted from operations in those areas.

In reviewing the potential for use of volunteers in oil spill response missions, the UC will consider the following factors:

- Primary safety hazards (e.g. size, type, and toxicity of discharged oil)
- Secondary safety hazards (e.g. weather, visibility, slips/trips/falls)
- Occupational Safety and Health Administration (OSHA) guidance
- U.S. Coast Guard safety manual
- Incident Site Safety and Health Plan (SSHP)
- Possible clean up locations
- Logistics and administrative support requirements (e.g. training, Personal Protective Equipment [PPE], multi-jurisdictional coordination, public information)
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, registering, screening, administrative activities, training, deployment, recovery/decon)
- Weather/tidal conditions
- How volunteers may effectively be used in shoreline clean up

- Outcome of consultation with the Safety Officer (SOFR) regarding dangerous conditions and safety concerns

3.0 CONCEPT OF OPERATIONS FOR VOLUNTEERS

An oil spill occurs and government notifications are conducted by the National Response Center (NRC) and/or California State Warning Center (SWC). Federal and state agencies may conduct outreach to local government and agency partners and make stand by notifications. Initial public outreach and education on oil spill response operations should be released immediately as pre-scripted public information. If volunteer interest is anticipated, volunteer organizations can also be included in stand by notifications. Volunteer organizations can be reached directly or through local government representatives.

Once a Unified Command (UC) has been established for an oil spill, the UC will decide whether or not there is a possibility volunteers will be used. If the UC decides the use of volunteers is possible, a Volunteer Unit (VU) will be activated and reports to the Planning Section Chief (PSC). The Volunteer Unit Leader (VUL) will coordinate the review of Attachment A with the UC, the appropriate Section Chiefs and incident command staff to determine when/how to use volunteers and recommend suitable volunteer tasks for UC consideration and approval.

The VU will begin creating a Volunteer Use Plan. Coordinating a Volunteer Safety Plan with the Safety Officer (SOFR) is a critical first task for the VU. The VU will review oil spill trajectories to determine appropriate volunteer assignments so as not to conflict with Oil Spill Response Organizations (OSRO) operations. The VU can work with UC to approve the immediate use of Affiliated or Pre-Trained Volunteers on non-oiled shorelines to conduct Pre-impact beach Clean-Up tasks, which can begin the successful use of volunteers in an oil spill incident.

Before oil impacts the shoreline, this time frame can be used to conduct Pre-impact beach clean up, train volunteers and educate the public regarding oil spill operations. Educating the public about these activities will also assist in keeping the public off the shoreline. If volunteer interest remains high throughout the incident, the VU can seek approval to deploy trained volunteers to shorelines assessed with minimal tar ball impact. The VU will review ICS 232 with the Environmental Unit (EU) to determine appropriate deployment of volunteers. Volunteer resources will be ordered using ICS 213RR. The VU will work with the PSC to approve a volunteer ICS 204 for inclusion to the IAP.

The VUL will participate in UC briefings and ensure the VU staff provides updates to the Joint Information Center (JIC) and Liaison Officer (LNO) for local government Agency Representatives (AREP) briefings regarding the Volunteer Use Plan. The VU staff will also gather information from the JIC, LNO, AREPs, EOCs and EVCs regarding ongoing volunteer interest.

The VUL will coordinate outreach to local government emergency volunteer management systems and/or other Non-Government Organizations (NGO) for activation of Emergency Volunteer Centers (EVC) and direction of volunteers to appropriate training sources. The EVC's will coordinate with the VU to ensure that Registered Volunteers have completed a CDFG Volunteer Service Agreement and other required documentation.

VU staff will gain a working understanding of the various types of volunteers and volunteer organizations interested in offering services during an event. The VU staff will ensure all types of volunteers are appropriately trained and deployed.

The UC or VUL initially works through the UC LNO to request volunteer management assistance via the local government AREP. The AREP works with their Emergency Operations Center (EOC) to activate their EVC and begin unaffiliated volunteer management activities. Once EVC operations are established, direct communication between the VU and the EVC can be established via the local government EOC. In most situations, the local government EOC and EVC will work together to assist UC in facilitating required training sessions for registered volunteers.

Local government representatives will be notified of UC volunteer efforts via the UC Liaison Officer (LNO) and/or, when applicable, the Local Government On-Scene Coordinator (LGOSC). Local government will advise the VUL regarding their ability to assist in the requested volunteer management effort. In the San Francisco Bay Area, if a particular local government cannot assist with volunteer management, they can request assistance from other Bay Area counties via the Cal EMA Regional Emergency Contingency Plan (RECP).

If a local government cannot assist in volunteer management, the VUL may work with other volunteer organizations, NGOs and the LNO to facilitate volunteer management. When Local Government or NGOs provide staff to work in an oil spill incident for the UC, they report to the LNO, and as an Assisting Agency to the UC, perform their duties separate from their parent agency.

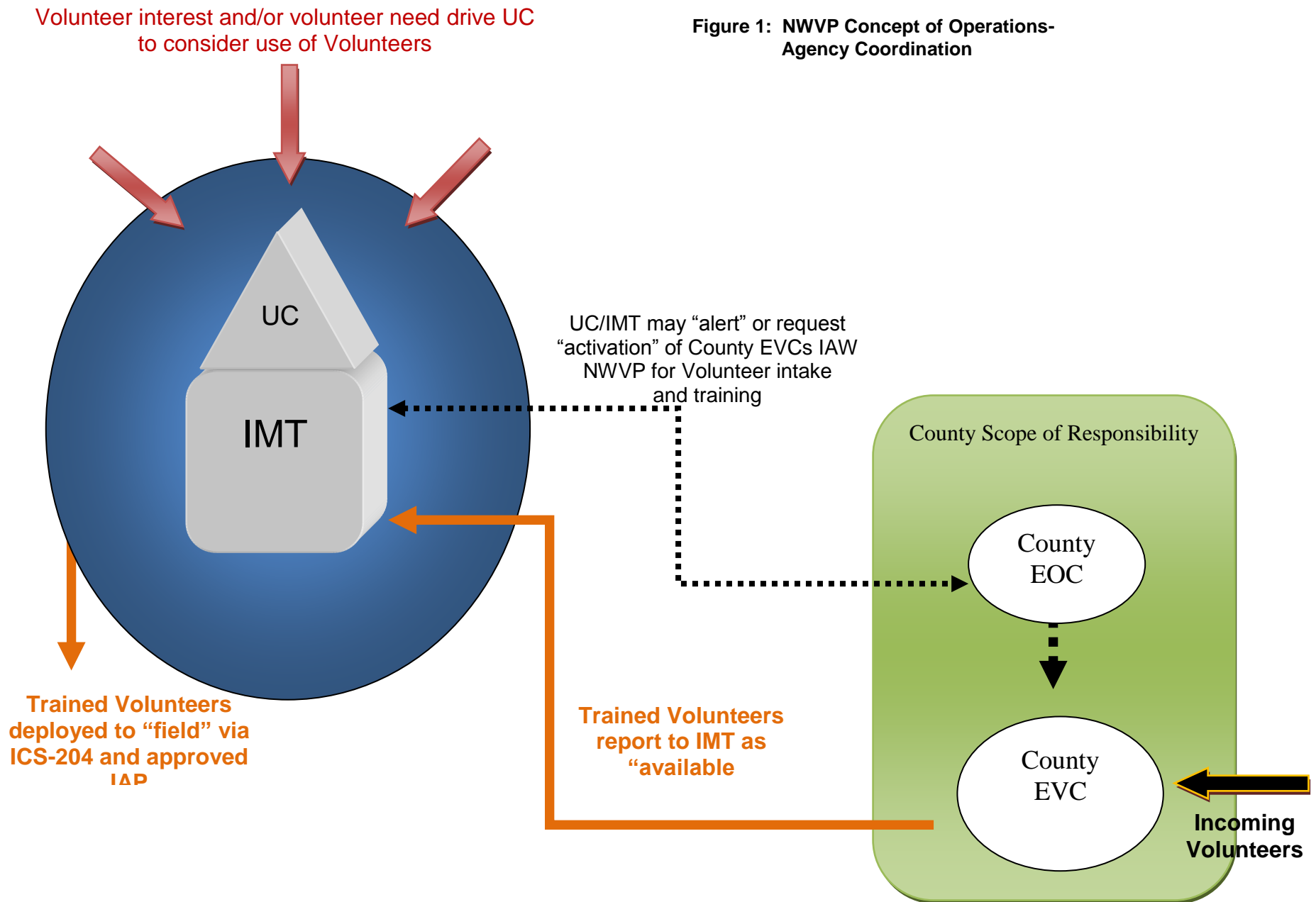
To work with local government volunteer management systems, the VUL can coordinate with the UC to establish the criteria for a Strike Team Leader (STLCR) to work with volunteers. This STLCR can assign a pre-established volunteer strike team. STLCRs working with volunteer groups will represent and provide the respective volunteer group status to the Staging Area Manager (STAM). This will be a crucial element in the tasking and deployment of volunteers in accordance with the IAP and ICS 204's.

Once trained, Registered Volunteers will check in with the Status Recorder at the appropriate check in location. The Status Recorder will issue ID badges to Registered Volunteers that indicate Registered Volunteer status. After they have checked in, Registered Volunteers may be deployed or remain in an availability status and/or staging area until tasked. Unlike other resources, volunteer availability and demobilization may be treated differently due to their inherent 'at will' nature.

As an oil spill incident requires, the VU demobilization follows the pre-established demobilization plan.

See Figure 1: NWVP Concept of Operations-Agency Coordination chart

**Figure 1: NWVP Concept of Operations-
Agency Coordination**



3.1 Non-Wildlife Volunteer Job Opportunities

Human health and safety is the first priority in decisions regarding use of volunteers. Any volunteer interested in working an oil spill incident must register for the event and complete the UC required training. Members of the public and/or affiliated organizations providing their services without being registered for the event and completing UC required training will not be recognized as sanctioned volunteers for that oil spill incident.

Volunteers, once approved by the UC, will generally be used in very low risk activities and only after receiving appropriate safety training. In most cases, affiliated volunteers may receive priority tasking before unaffiliated volunteers, due to some affiliated organization's ability to assist UC in overseeing or collaborating in volunteer management and deployment. To limit risk exposure and balance the demands of other volunteers desiring to participate, volunteers may be limited to one shift of four (4) hours per each IAP. Volunteers may be assigned to consecutive assignment days not to exceed five consecutive days. At the end of five consecutive days, the volunteer will be demobilized unless the volunteer requests to be placed in an Out of Service (OOS) status for two consecutive days. Following the two days of OOS status, the individual may be reassigned provided the task for which the volunteer is trained is still being employed in accordance with the approved IAP.

The following is a list of roles for volunteers during an oil spill response. Please see the Training Matrix for training specifics.

Pre-Identified Volunteer Job Opportunities	Once the decision to use volunteers is made, the UC will decide which volunteer tasks are appropriate for that incident. The VUL can use the job opportunity list below to assist UC in making these decisions.
Public Information Officer (PIO) Support	Community Support Specialist
Finance/Admin Section	ICP** or EVC Volunteer Management Administrative Support ICP** or EVC Administrative Support Procurement Support** Time Unit** EVC Volunteer Time Specialist EVC Equipment Specialist
Logistics Section	Facility and Site Maintenance Transportation Carpools Scheduling Communications Distribution of PPE
Planning Section	EVC/EOC Volunteer Training Coordinator ICP Technical Specialist/IT and/or Data Entry Specialist** EOC/EVC Technical Specialist/IT and/or Data Entry Specialist Field Observers*** (Task may be different than IMH Field Observer. See Section 4328 Training Matrix)
Operations Section	Beach Cleanup* Pre-Impact Beach Cleanup *** Strike Team Leader* Staging Area Assistant

*Indicates that person may be exposed to some oil or need specific training per Cal OSHA requirement.

** Indicates roles located within the incident command post and should be staffed by USCG Auxiliary volunteers.

*** Indicates roles suited to NGO/AVO given the degree of pre-training required and immediate deployment required in the San Francisco Bay area.

3.2 Volunteer Mission Tasking

Volunteer tasking will begin in the same manner as other resource tasking. During the preparation for the tactics meeting phase the Operations Section Chief (OSC), PSC, and Resource Unit Leader (RESL) will outline work assignments and determine the requisite volunteer resources. During the tactics meeting the Safety Officer (SOFR) must determine safety and support needs for volunteers. Following the Planning meeting and the UC's tacit approval, the volunteer tasking will be incorporated into the IAP. Upon completion of the IAP, the Branch or DIV/Group supervisor will convey to the appropriate Staging Area Manager (STAM) the volunteer tasking assignments as delineated on ICS-204.

The following shoreline clean up tasking guidelines can be used as decided by the UC:

- Volunteers will NOT be deployed to work within Exclusion Zones.
- Volunteers will only be deployed to shorelines that have been characterized.
- Volunteers will not be deployed in the same locations as Oil Spill Removal Organizations (OSRO), Natural Resource Damage Assessment (NRDA) or Wildlife Recovery and Transportation Teams.
- Volunteers may be escorted by authorized safety personnel.
- Volunteers will be trained according to Training Matrix guidelines (Section 4328).

3.3 Local Government Assisting Agencies

Volunteer management in oil spill response can often most effectively be managed by a Unified Command (UC) ICP (Incident Command Post) with the assistance of Local Government and other established local volunteer organizations. An Assisting Agency has direct responsibility for incident response, whereas a Cooperating Agency is simply offering assistance.

A Local Government Agency Representative (AREP) can work with the ICP Liaison Officer (LNO) and/or Volunteer Unit (VU) to identify the best volunteer management practices for a specific incident. Local Government can provide experienced local personnel through the LNO to staff selected UC ICP positions. Local volunteer organizations often have Memorandum of Understandings (MOU) with Local Government jurisdictions which can be activated to support UC ICP volunteer management.

3.3.1 Emergency Operation Center (EOC)

Depending on the incident's impact on local government jurisdictions and agencies, local government may or may not activate an Emergency Operations Center (EOC). EOCs are activated in order to coordinate their jurisdiction's resources and information, as well as assist in coordinating incoming Federal and State resources. EOCs can be activated at the County or City level. Under either circumstance, a County or City Local Government AREP will report to the ICP Liaison Officer (LNO). The County AREP should make every effort to coordinate their Operational Area volunteer activities with UC operations.

Many local government jurisdictions have MOUs with Emergency Volunteer Centers (EVC) to assist in volunteer management. EVC MOUs are usually activated in conjunction with some level of EOC activation. The LNO and/or VUL should make every effort to work through the Local Government EOC when engaging EVC services. The EOC will assist the VU in communicating UC volunteer missions with the EVC.

3.3.2 Emergency Volunteer Centers (EVC)

EVCs are hubs for matching potential volunteers with volunteer service opportunities. All volunteers must register with the UC approved EVC or volunteer management organization and complete UC required training to work an oil spill event. EVCs may be administered by local government alone or in collaboration with a Volunteer Center or other NGOs. Emergency Volunteer Centers (EVC) have various capabilities and are primarily administrative organizations with limited staff.

Most EVCs have the following abilities:

- Can respond in an emergency and can staff up accordingly.
- Can receive, screen and register unaffiliated volunteers via website and phones.
- Can coordinate with local government to facilitate volunteer training.
- Can conduct outreach to their identified community base and media outlets.
- Can coordinate with local NGOs and their affiliated volunteer base.
- Have pre-designated volunteer receiving and training areas.
- Can set up mobile volunteer receiving centers.

The VUL should refer to the affected Area's Local Oil Spill Contingency Plan (LOSCP) for pre-identified EVCs. (Refer to the respective Area Contingency Plan for Local EVC contact information).

Per the UC/VUL direction, an Emergency Volunteer Center-Coordinator (EVC-C) position can be established. The EVC-C should work through the Liaison Officer and/or with local government Agency Representatives to activate their established EVC. If this is not possible, the EVC-C can work directly with an EVC. In addition to facilitating requisite volunteer training needs, the EVC-C will provide direction to the local EVC representative to organize volunteers into Strike Teams and assign a Strike Team Leader (STLCR).

It is recommended the STLCR be an experienced government employee or a person meeting UCs qualifications. STLCRs shall have the safety training commensurate with the volunteer team's assignment, be knowledgeable of oil spill clean up operations and have experience supervising teams.

3.3.3 Non-Government Organizations (NGO)

NGOs, also referred to as Affiliated Volunteer Organizations (AVO), are organizations with a specific interest, which generally hold a non-profit status. Usually the NGO interest is specific to the region, county or city area. NGOs attract volunteers within a community via their mutual interest. All NGO volunteers must register with the UC approved EVC or volunteer management organization and complete UC required training to work an oil spill event.

NGOs generally provide training specific to their organization's mission that may not be related to oil spill response. They may keep an affiliated volunteer database to maintain current volunteer training records and communication. NGOs also accept in kind donations of money or materials.

Coastal counties may have NGOs that focus on environmental, wildlife and/or marine mammal interests. NGOs usually have the ability to reach out to a large segment of the public and can have great influence over public perception.

NGOs may have volunteers which can be coordinated and tasked more quickly than unaffiliated volunteers, therefore may be considered first for initial volunteer tasks. UC may make use of the

Coast Guard Auxiliary for ICP volunteer tasking opportunities. Depending on response proprietary concerns, other NGOs could be tasked external to the ICP.

The UC and VU coordination with NGOs can provide affiliated volunteers to work with, as well as an organization to funnel volunteers into. If local government or an EVC is not able to assist in unaffiliated volunteer management, the VUL can coordinate with NGOs to manage the influx of unaffiliated volunteers.

(Refer to the respective ACP for Regional NGO/AVO contact information.)

3.4 Training

The UC will determine the level of training needed for the volunteer tasks approved. The Safety Officer will review requisite training using Cal OSHA standards as guidelines. If circumstances dictate, UC may authorize incident specific training standards. The attached Training Matrix (Section 4328) is approved by CDFG-OSPR.

3.5 Public Information Officer-Joint Information Center (PIO-JIC)

Previous events have shown rapid media and public engagement is crucial to effectively managing public perception and volunteer efforts. Strong, frequent and consistent public outreach and education regarding oil spill response operations is encouraged. Early and aggressive media engagement, including use of social media, will keep the public informed and also alleviate perceptions of inaction, foster a better understanding of the oil spill response operations and provide direction to the public on various issues associated with a major oil spill. This is an opportunity to direct unaffiliated volunteers to affiliated volunteer organizations involved in the event.

As noted in the National Response Team (NRT) Use of Volunteers Guidelines, press releases with basic information regarding oil spill response operations should be released as soon as possible to alleviate the public's perception that sufficient resources are not being deployed to remove the oil. All public information released shall be verified by UC and the Joint Information Center (JIC). Public information telephone hotlines and websites for registration of volunteer interest should be established immediately and included in all public information released. Public hotline and website information may include health and safety notices, safety hazards associated with the event, oiled wildlife guidance, volunteer job opportunities, training requirements and registration procedures.

During press conferences, public information talking points should stress the health, safety and environmental hazards associated with oil spill clean-up operations, the importance of coordinated clean up efforts, an understanding of environmental sensitive site prioritization and how best the public can aid in the response. Public hotline numbers and website addresses are also key information to release in press conferences and as screen crawl information.

(See Attachment D: Volunteer Public Messaging Samples).

4.0 ICS ROLES AND RESPONSIBILITIES

This section refers to and supports the USCG Incident Management Handbook (IMH). Staff appointment to specific roles and responsibilities will be designated by the Unified Command. Refer to Training Matrix for approved qualifications. Individuals who have registered and completed UC required training for an oil spill incident work for and support the UC, not their parenting agency

4.1 Unified Command (UC)

Federal On-Scene Coordinator (FOSC), State On Scene Coordinator (SOSC), Responsible Party RP), Local Government On Scene Coordinator (LGOSC)-option

- Makes decision to use volunteers.
- Determines authorized volunteer jobs.
- Determines method and frequency of Volunteer updates to the UC.
- Works with Operations and Planning Sections to ensure effective volunteer operations.
- Works with JIC to ensure effective public information is released in a timely manner.
- Works with LNO and/or LGOSC to ensure local government volunteer needs are addressed.
- FOSC should communicate with COMDT (CG-533) and the National Pollution Funds Center when dealing with issues regarding funding for Volunteers.

4.1.1 Liaison Officer (LNO)

- Refers local government agency reps to VUL for any volunteer issues.
- Ensures volunteer efforts in the Volunteer Unit are communicated to the affected community via local government Agency Representatives and any feedback is received and relayed to the VUL/UC.
- Provides volunteer hotline/website to community stakeholders.
- Distributes prepared public/volunteer education packets to media and community stakeholders.
- Assists VUL with Town Hall meetings as necessary.
- Coordinates with the VUL to ensure California Volunteers (CalVolunteers) Agency Representative can assist the VU as needed and has appropriate, timely information to share with the CalEMA.
- Once the UC establishes a NGO Coordinator (NGO-C), the Liaison Officer will shift all applicable NGO interaction to the NGO-C.

4.1.2 Public Information Officer (PIO)

- Works with the JIC to ensure UC public messaging is communicated.
- Distributes prepared citizen/volunteer education packets to media, NGOs and other volunteer organizations.
- Considers distribution of the Volunteers and Oil Spill Response Brochure to the public at beach access points.
- Assigns Community Support Specialist to key shoreline access points.

4.1.3 Safety Officer (SOFR)

- Be prepared to immediately work with the VU and establish a Volunteer Safety Plan.
- Ensures volunteers have appropriate training, PPE and volunteer site safety assignments.
- Ensures Site Safety and Health Plan (SSHP) guidelines are followed.
- When notified of a volunteer injury, ensure all volunteer injuries are immediately reported to the UC, AREP via LNO and VUL.
- Ensure appropriate volunteer injury forms are completed appropriately.

4.2 Operations Section

4.2.1 Operations Section Chief (OSC)

- Activates and supervises volunteer organizational elements in accordance with the IAP.
- Directs implementation of volunteer operations.

- As necessary, expands the ICS structure to accommodate the use of volunteers.

4.2.2 Branch Director (OPBD)

- Ensures implementation of the volunteer portion of the IAP.

4.2.3 Division/Group Leader (DIVS)

- Ensures implementation of the volunteer portion of the IAP, appropriate to the Division/Group.

4.2.4 Strike Team Leader (STLCR)

- Works under respective DIVS to assist in volunteer operations and deployment and monitoring, focusing on volunteer access to and departure from assignment.
- Coordinates with other Strike Team Leaders, as necessary.
- Coordinates with and assists Assistant Safety Officer in volunteer logistical support.
- Meets volunteers at assigned locations, takes accountability of volunteers using ICS 204, ensures volunteers receive safety briefing per SSHP and distributes logistical support (PPE, food, water) if/when needed.
- Reports any volunteer injuries in accordance with approved incident SSHP.
- Calls in volunteer 'no shows' to Resource Unit.
- Makes status report as required by the 204 or as directed.

4.2.5 Staging Area Manager (STAM)

- Ensures volunteer check-in is ready.

4.3 Planning Section

4.3.1 Planning Section Chief (PSC):

- Establishes a Volunteer Unit when the UC authorizes the use of volunteers.
- Ensures the Volunteer Unit is appropriately staffed and supported.
- Remains cognizant of the volunteer roles in the event.

4.3.2 Resources Unit Leader (RESL)

- Ensures volunteers are fully incorporated into all Resource Unit activities.
- Coordinates with the VUL to ensure accurate volunteer accountability and status.

4.3.3 Check in/Status Recorder (SCKN)

- Receives, records, and maintains volunteer status information on Resource Status Cards (ICS-219) for incident-assigned volunteers and stand-by volunteers.

4.3.4 Situation Unit Leader (SITL)

- Ensures volunteer information is incorporated into the normal collection, processing, and organizations of information relating to the event.
- Ensures field observers are deployed to assigned operational volunteer locations.

4.3.5 Volunteer Unit Leader (VUL)

The best qualified candidate will fill this position, including state and local government staff. See Training Matrix for VUL qualifications.

- During initial stages of event, conduct stand by notifications for local volunteer operations (see Attachment F 1-3, gather intelligence on local volunteer assistance ability and volunteer interest status. Report to UC.
- Once established, reports to the Planning Section Chief.
- Ensures VU is appropriately staffed for the event size, including Technical Specialist assistance.
- Assigns VU Assistants as needed.
- Coordinates with the JIC on approved press releases, including volunteer hotline/website, appropriate, timely public messaging and town hall meetings.
- Ensures EVC and NGO information is coordinated with JIC messaging.
- Works with the EOC and/or EVC-C to ensure all volunteers are registered and complete the incident specific required UC training.
- If not previously completed, coordinates Attachment A review with UC, appropriate Section Chiefs and IC staff to determine when/how to use volunteers and recommends suitable volunteer tasks for UC consideration and approval.
- Completes Volunteer Use Plan. (see Appx B)
 - Volunteer Safety Plan
 - ICS 213RR
 - ICS 204
 - Acquires PSC approval as appropriate.
- Provides volunteer status updates as directed by the UC, keeping the UC apprised of local and internal ICP sensitivities regarding volunteer issues.
- Works with LNO, LGOSC and/or NGOs to activate local government volunteer management systems.
- Be prepared to work with Local Government EOC and EVC staff to ensure appropriate policies, procedures and paperwork are implemented in volunteer management systems.
- Weighs and considers all options regarding establishing NGO-C position.
- Works with Planning Section Chief, Operations Section Chief, and Logistics Section Chief to ensure effective and proper use of volunteers is included in the IAP.
- Ensures all pre-trained volunteers have appropriate level of training or complete required training.
- Coordinates with LNO to ensure appropriate sharing of information in a timely manner with California Volunteers Liaison and local government Agency Representatives.
- Coordinates with SOFR regarding any Volunteer injuries.
- Works with the EOC and/or EVC to ensure volunteer statistics are maintained.

4.3.6 EVC Coordinator (EVC-C)

- Once established, reports to VUL.
- Coordinates outreach and EVC operations with local government.
- Coordinates UC information and communication with EVCs.
- Works with the EVC and/or EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.
- Ensures EVC's are forming volunteer teams and assigned competent team leaders.

4.3.7 NGO Coordinator (NGO-C)

- Once established, reports to VUL/VC.
- Coordinates outreach and NGO operations with local government.
- Coordinates UC information and communication with NGOs.
- Works with the NGO, EVC and/or EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.

4.3.8 Demobilization Unit Leader (DMOB)

- Ensures volunteers demobilization procedures, processes, and methodologies are established and fully incorporated into the DEMOB Plan.
- Works closely with VU on all aspects of volunteer demobilization.

4.4 Logistics Section

4.4.1 Logistics Section Chief (LSC)

- Ensures volunteer activities are incorporated into all aspects of the Logistics Section.

4.5 Finance Section

4.5.1 Finance Section Chief (FSC)

- Ensures volunteer participation is represented in all aspects of Finance Section.
- If the use of volunteers is approved by the UC, FSC should be prepared to track all costs associated with the incident and convey those costs to the National Pollution Funds Center (NPFC) and Coast Guard Headquarters.

5.0 LOCAL GOVERNMENT OPERATIONS

5.1 Emergency Management Contact-Local Government Agency Representative (AREP)

- Coordinates volunteer operations and messaging between UC and local government leadership.
- Works with VU and local government EOC staff to activate EVC operations, as requested by UC.
- Keeps UC informed of local volunteer situation.
- Reports volunteer statistics to local government leadership.

5.2 Emergency Operations Center (EOC)

- Activates EVC operations as requested by LNO or VU.
- Establishes an EOC Volunteer Unit in the EOC Logistics section to work with EVC operations.
- Works with VU and local EVC to convey volunteer mission tasking.
- Ensures UC approved volunteer registration forms are used in the event.
- Ensures EVC volunteer tracking information is shared with AREP, VUL and/or LNO.
- Coordinates UC approved public messaging as appropriate.

5.3 Emergency Volunteer Center (EVC)

- Coordinates with VU (or EOC depending on the specific county protocol) and local government to receive, screen and register unaffiliated volunteers.
- Coordinates training operations to fulfill mission requests.
- Ensures UC approved volunteer registration forms are completed by all volunteers.
- Coordinates volunteer management with local NGOs and their affiliated volunteers.
- Coordinates public outreach using approved public messaging from JIC/PIO.
- Provides status reports on volunteer management and tracking to VU and AREP.

6.0 VOLUNTEERS AND VOLUNTEER ORGANIZATIONS

Under this NWVP, all volunteers must register to work an oil spill incident. Every volunteer must meet the incident specific UC training requirements. In this plan, volunteers are defined using the following terms:

- **Affiliated Volunteers.** Individuals who come forward following a disaster to assist during the response or recovery phase, without pay or other consideration and have a pre-existing arrangement with either a governmental agency or NGO. They have been trained for a specific role or function prior to a disaster. An affiliated volunteer's organization must have established ties to the local response structure.
- **Unaffiliated/Spontaneous/Convergent Volunteers.** Individuals, who come forward following an incident to assist in incident-related activities during the response or recovery phase, but have little or no training and are not part of an existing response organization. In this NWVP, unaffiliated and unaffiliated volunteers will be referred to as Unaffiliated.

6.1 Unaffiliated Volunteers

- Must be screened, registered and complete incident specific required UC training through local EVC or appropriate training source.
- After completion of training, may be assigned to a volunteer task via the UC.

6.2 Affiliated Volunteers

- Will coordinate volunteer interests through affiliated governmental agency or NGO
- Volunteer tasks will be approved and coordinated with the UC.
- Must be screened, registered and complete incident specific required UC training through local EVC or appropriate training source.

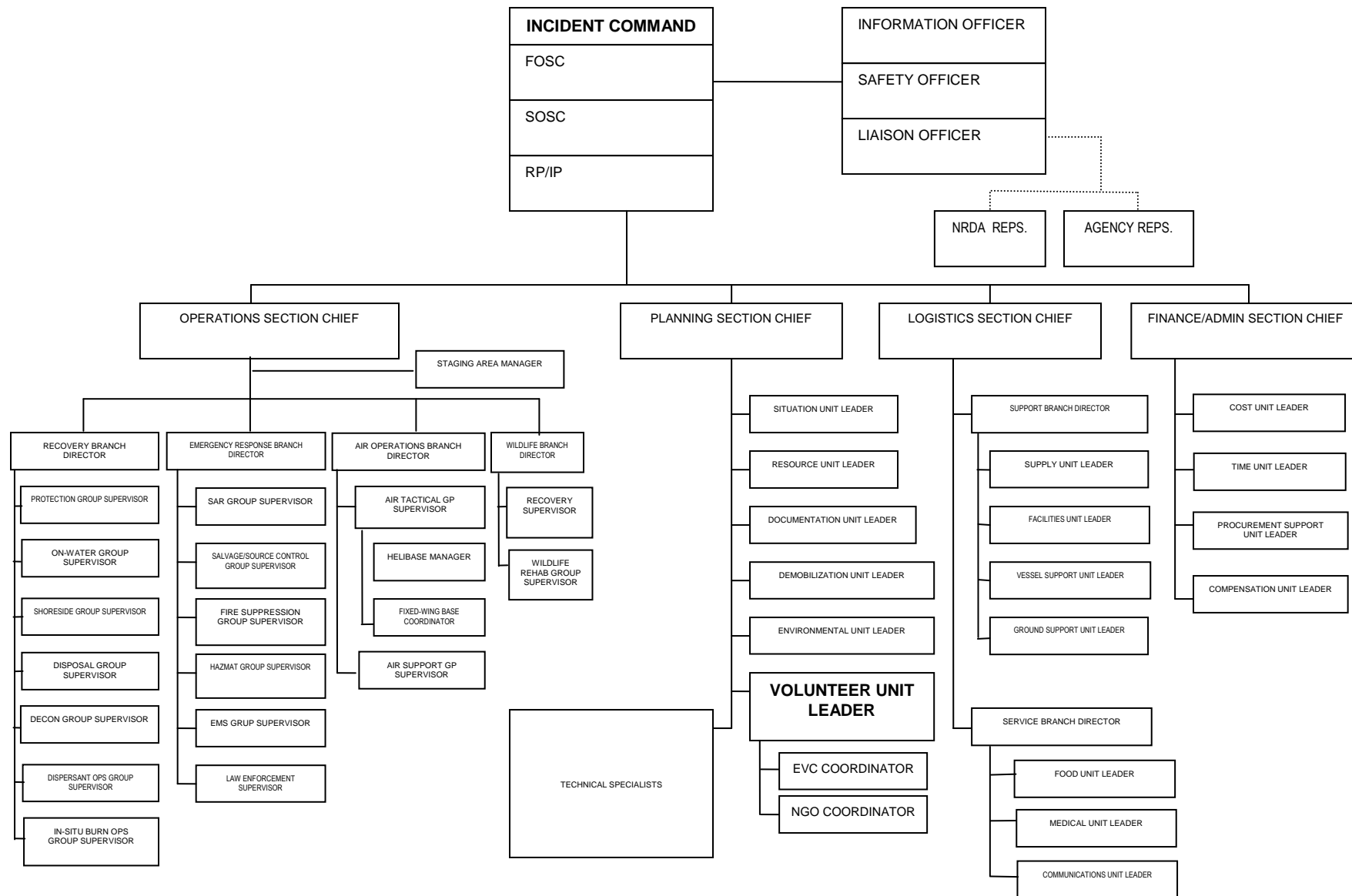
6.3 Non-Government Organizations (NGO)

- Will coordinate interests and efforts through the UC Volunteer Unit or local EVC.
- Communicate UC approved public information to potential volunteers.
- Volunteer tasks will be approved and coordinated with the UC.

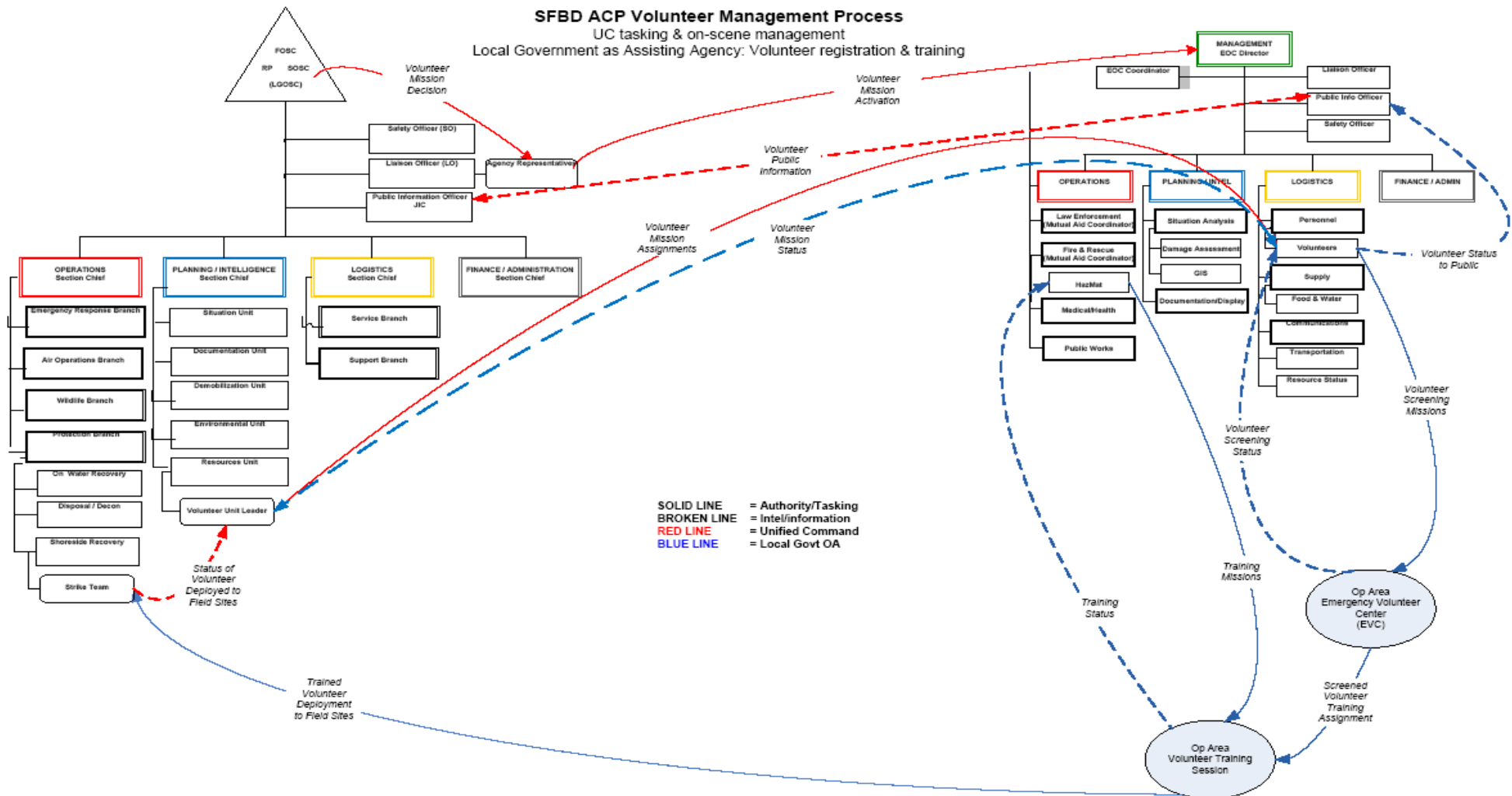
6.4 Community Based Organizations (CBO)

- Will coordinate interests and efforts through the UC Volunteer Unit or local EVC.
- Communicate UC approved public information to potential volunteers.
- Volunteer tasks will be approved and coordinated with the UC.

7.0 ICS ORGANIZATIONAL CHART



7.1 ICS Organizational Flow Chart-Local Government Relationship as Assisting Agency for Volunteer Management



January 14, 2010

8.0 TRAINING MATRIX

Position Descriptions for:

- Volunteer Management Staff (non-wildlife volunteer positions), and for
- Affiliated and unaffiliated Non-Wildlife Volunteers

Volunteer assignments could be made to:

- **(ICP)** Incident Command Post (limited opportunities for CG Auxiliary only)
- **(EVC)** Emergency Volunteer Center (many opportunities)
- **(Field)** Field (limited opportunities, some of which will be limited to pre-trained volunteers)

To ensure volunteers integrate into ICS smoothly, all volunteers are encouraged to complete IS100 and IS700 training and provide documentation prior to being assigned a role during an oil spill response. These required trainings are free at <http://training.fema.gov/IS/>. Volunteers will only be assigned to sites which have been characterized and are under permissible exposure limits (PEL).

In order to volunteer during an oil spill incident you **MUST** fulfill the following requirements:

- At least 18 years of age
- CDFG/OSPR Volunteer Service Agreement
- Oath of Allegiance and Declaration
- Volunteer Information Form
- Vehicle Authorization Form (only required if using private vehicle during duty assignment)
- Able to lift 25 – 35 pounds
- Complete health and safety training requirements
- Review, sign and document understanding of incident Site Safety Plan

Position Description	Skills Required	Training Required	Deployment
ICP or EVC Volunteer Management Administrative Support (Assigned directly to assist volunteer management effort) Provides phone bank, files management, and/or record-keeping support, as necessary and assigned, to the Volunteer Unit at the incident Command Post, or to the managers of the county Emergency Volunteer Center. Duties may vary and multiple positions may be needed.	Ability to work in chaotic environment and under direction of agency employees. Must be detail oriented and able to keep up with a system of written records of conversations and decisions. Good working knowledge of computer word processing and spreadsheet software. Excellent organizational and communication skills are very helpful.	1) Site Safety	ICP or EVC

Position Description	Skills Required	Training Required	Deployment
<p>ICP or EVC Administrative Support</p> <p>(Assignments might not be related to volunteer management) Provides phone bank, files management, and/or record-keeping support, volunteer scheduling, distribution of PPE, as necessary and assigned, to the various branches, sections or units at the incident Command Post as requested, or to managers at county Emergency Volunteer Centers. Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees. Good working knowledge of computer word processing and spreadsheet software, as well as excellent organizational and communication skills.</p>	<p>1) Site Safety</p>	<p>ICP or EVC</p>
<p>Facility and Site Maintenance</p> <p>General organization and maintenance of various types of facilities. Could include maintaining supply rooms and cleanup of work areas, identification and/or correction of the EVC(s) safety hazards, setting up training rooms and sessions, setting up/putting away equipment, etc.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Able to lift and move tables and chairs, operate basic TV/DVD/Video equipment; ability to properly handle cleaning equipment and products; willingness to do basic but essential tasks such as maintaining garbage and recycling areas, rest areas, etc.</p>	<p>1) Site Safety</p>	<p>EVC</p>
<p>IT and/or Data Entry Specialist</p> <p>Provides data entry, GIS, database or general computer maintenance and support, as necessary and assigned, to the various branches, sections or units at the incident Command Post as requested, or to managers at county Emergency Volunteer Centers. Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Good working knowledge of computer word processing, database, GIS, and spreadsheet software, and familiarity with computer hardware and networking systems, is desirable. Excellent organization and communication skills are required, as is ability to follow directions in the use of existing computer software and systems.</p>	<p>1) Site Safety</p>	<p>ICP or EVC</p>

Position Description	Skills Required	Training Required	Deployment
<p>Volunteer Unit Leader (VUL)</p> <p>Ensures Volunteer Unit (VU) is appropriately staffed for the event, assigns VU assistants as appropriate, coordinates with the JIC on approved press releases including volunteer hotline/website information, works with the LNO and LGOSC to activate local government volunteer management system, works within the ICS to ensure volunteer issue are being addressed, ensure proper ICS forms for volunteers are being initiated and completed.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government entity.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100,200 IS700,800 training.</p> <p>3) Working knowledge of Bay Area EVC operations, SF Bay Area Op Area NGO/EVC/EOC</p> <p>4) Member of Sector SF Area Committee, participation in government led NPREP</p>	ICP
<p>Emergency Volunteer Center (EVC) Coordinator</p> <p>Reports to the VUL, coordinates outreach and EVC operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by the UC and Safety Office, may assist the JIC on Town Hall meetings. May also be tasked with contacting/coordinating trainers from a list of trainers provided, coordinating training room arrangements, trouble-shooting training equipment issues, providing directions and support to volunteers receiving training, and working with Facility and Site Maintenance volunteers to set up training rooms. Maintain written and computer records of training each volunteer has completed. Multiple positions and shifts may be needed. May need to communicate and/or travel between EVC and off-site training centers.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government entity or designee.</p> <p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100-200 & IS700 training.</p> <p>3) Working knowledge of SF Bay Area EVC operations, Bay Area Op Area NGO/EVC/EOC</p>	EVC and/or other off-site training center
<p>Non-Government Organization (NGO) Coordinator</p> <p>Reports to VUL, coordinates outreach and NGO operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by the UC and Safety Officer, may assist the JIC on Town Hall Meetings</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100-200 & IS700 training.</p> <p>3) Working knowledge of Bay Area EVC</p>	EVC and/or other off-site training center

Position Description	Skills Required	Training Required	Deployment
		operations, Bay Area Op NGO/EVC/EOC	
<p>Public Information Officer (PIO) Support Community Support Specialist</p> <p>PIO Support will be an important interface with the public. PIO support may carry copies of and distribute JIC public information materials (such as brochures) to interested public. They can actively redirect interested public to appropriate volunteer opportunities and to the nearest volunteer registration center. Should have an understanding of oil spill operations, in order to effectively provide appropriate public information.</p> <p>May be working near oil-affected shorelines, such as shoreline entrance parking lots, but NOT in "exclusion zones".</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position might be staffed either by agency representatives or their designees or by pre-trained volunteers from NGOs if personal security and safety issues are not a concern.</p> <p>Ability to effectively problem-solve in field situations, and to relay concerns/questions back to STLCR. Knowledge of local area (access, prevailing weather and tide conditions, etc.) a plus.</p> <p>Good communication and people skills; willingness and ability to maintain 3-4 hr shift while outdoors and possibly in inclement weather.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) Public relations 3) NWVP.</p>	Field
<p>Pre-Impact Beach Cleanup</p> <p>Assist shore teams (authorized by UC) to remove litter from shorelines at probable risk for oil spill impact, and move naturally occurring materials (driftwood, beach wrack) to above the high-tide line; may also be asked to mark/flag animal carcasses already on beach, or also move them to above the high tide line. Provide records, including photos or sketches, of original positions of driftwood, wrack and carcasses. If beaches escape impact, or after oil spill clean-up has occurred, work with UC-authorized teams to replace wrack to original positions.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions.</p>	<p>1) Site Safety</p>	Field
<p>Volunteer Strike Team Leader</p> <p>Will coordinate and manage volunteers within a given oil spill response Operational Division.</p> <p>Will be working near oil-affected shorelines, but NOT in the exclusion zone.</p>	<p>This position will be staffed by a qualified government entity</p> <p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command.</p> <p>Ability to effectively problem-solve in field situations, and to relay concerns/questions back to Unified Command. Knowledge of local area (access, prevailing weather and tide conditions, etc.) a plus.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) 4-hr Hazwoper or 24-hr Hazwoper and 8-hr mgmt/supervisor training (if supervising volunteers in the "exclusion zone") 3) Public relations</p>	Field

Position Description	Skills Required	Training Required	Deployment
		4) IS 100, 200 & 700 (minimum)	
<p>Volunteer Field Observer (VFOB)</p> <p>Will not work in exclusion zones.</p> <p>May not be trained to work full IMH duties.</p> <p>Is responsible for collecting general and limited situation information from personal observations while in the field.</p> <p>Information collected but not limited to; oiled animal sightings, water and weather conditions, public interest and/or public accessing closed beaches. The information collected will be reported to the SITL or to the incident specific reporting numbers.</p> <p>Will carry copies of and distribute public information materials (such as brochures) to interested public.</p> <p>Will be working near oil-affected shorelines, but NOT in the "exclusion zone".</p>	<p>Ability to work ONLY under the direction and discretion of the UC or STLCCR. This position will be managed by agency representatives or their designees.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) 4-hour Hazwoper (minimum)</p> <p>3) IS 100, 200 & 700</p>	<p>Field</p>

8.1 Criteria

Four (4)-Hour HAZWOPER Training Requirements:

All of the following criteria must be met in order to use 4-hr minimum training:

- Clean-up is performed in an area that has been monitored and fully characterized by a qualified person indicating that exposures are presently and can be expected to remain under permissible exposure limits and other published exposure limits;
- Health risks from skin absorption are minimal;
- Employees have completed the training requirements of Emergency Action Plans and Hazard Communication, including refresher training as appropriate;
- Employees have completed other health and safety training made necessary by the tasks they are expected to perform such as, but not limited to, operating procedures, decontamination procedures, water safety, hypothermia, heat stress, and safety hazard controls;
- There is adequate on-site supervision by employees who have completed the hazwoper 24 or 40 hour initial training, and the 8-hr Management/Supervisor training.

- 9.0 ATTACHMENTS:**
- A. Unified Command (UC) Check Sheet/Job Aid**
 - B. Position Checklists: VUL, EVC-C, NGO- C, STLCR**
 - C. Acronyms**
 - D. Volunteer Public Messaging Samples**
 - E. Volunteer Resource Request Form**
 - F. Emergency Services Contact Information**
 - F1. Coastal Region Emergency Management Contact List**
 - F2. All CA Contacts EVC List**
 - F3. Regional NGO List**
 - G. Suggested EVC MOU Template**
 - H. Suggested NWVP Training Agenda**

ATTACHMENT A: UNIFIED COMMAND (UC) CHECK SHEET/JOB AID

Incident Name: _____

Date: _____

Sector SF ACP Non-Wildlife Volunteer Policy: Non-wildlife (NW) volunteers will not automatically be used. The benefit of NW volunteer efforts must be weighed against concerns for NW volunteer safety.

When a Federalized volunteer decision is made, how the NWVP is used should be discussed at the onset of that decision. Factors to consider include volunteer injury procedures, ICP staff assignments, finance and administration procedures, etc. Refer to Section 4322.7 Volunteer Liability for more details.

Based on the conditions specific to that incident, the UC must determine the suitability of integrating NW volunteers into an oil spill response.

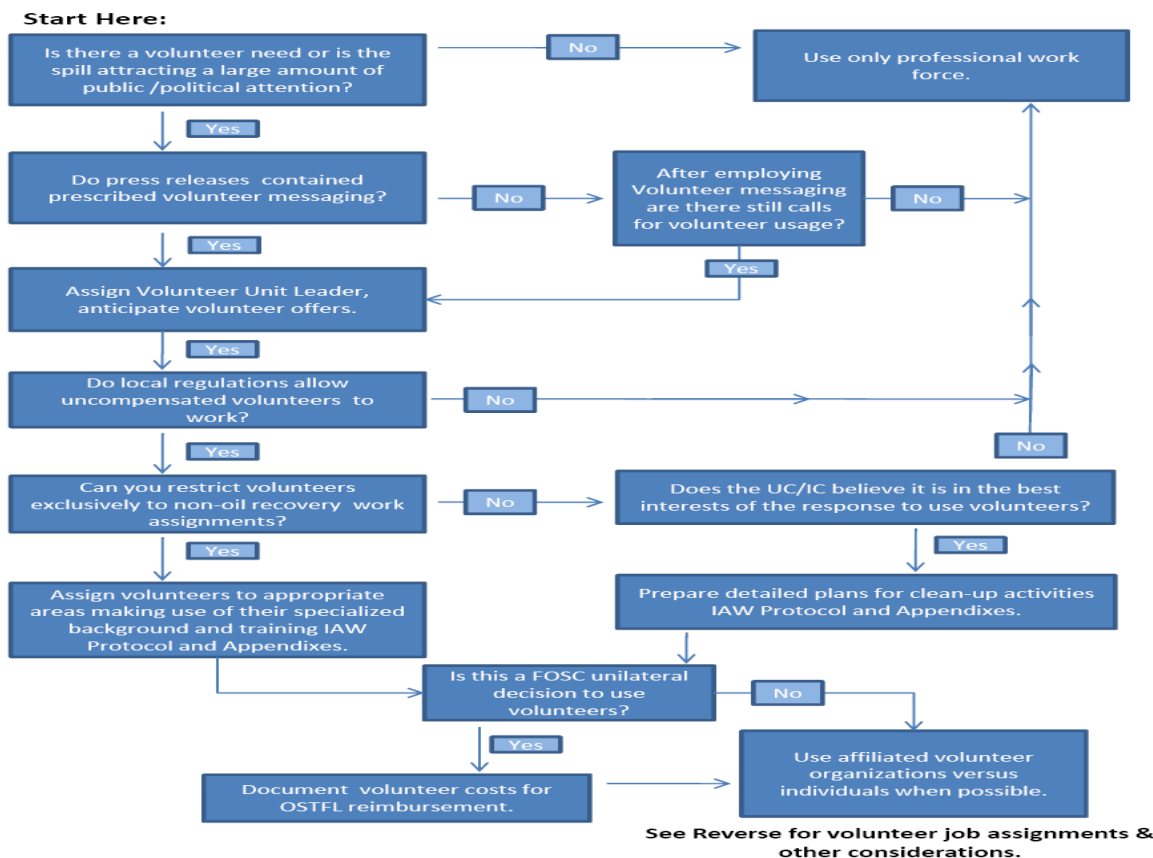
(2nd box... "...public outreach and education messaging")

(box attached to 2nd box .." after employing "public outreach and education messaging:...)

Some factors to consider when contemplating the use of NW Volunteers:

- | | | |
|---|---|--|
| <input type="checkbox"/> Primary safety hazards (size, type & toxicity of discharged oil) | <input type="checkbox"/> Secondary Safety hazards (weather, visibility, slips/falls). | <input type="checkbox"/> Incident Site Safety Plan |
| <input type="checkbox"/> Agency Guidance: (Coast Guard, OSHA, OSPR & CAL/OSHA) | <input type="checkbox"/> Support requirements (training, PPE, multi-jurisdictional coordination, public information). | <input type="checkbox"/> Local government desire/ability to support an emergency volunteer management system |

UC/IC Volunteer Use Decision Tree



The following are the Volunteer Job Opportunities which have been authorized by the UC for:

Incident Name: _____

Date: _____

(Checked boxes indicate the UC authorizations of job for NW Volunteers.)

Public Information Officer (PIO) Support

- ☐ Community Support Specialist*** (distributes public information at beaches & other public areas, such as shoreline entrance parking lots)

Finance/Admin Section

- ☐ ICP** or EVC Volunteer Management Administrative Support
- ☐ ICP** or EVC Administrative Support
- ☐ Procurement Support Field
- ☐ Time Unit**
- ☐ EVC Volunteer Time Specialist
- ☐ EVC Equipment Specialist

Logistics Section

- ☐ Facility and Site Maintenance
- ☐ Transportation
- ☐ Carpools
- ☐ Scheduling
- ☐ Communications
- ☐ Distribution of Personal Protective Equipment (PPE) *

Planning Section

- ☐ EVC/EOC Volunteer Training Coordinator
- ☐ ICP Technical Specialist/IT and/or Data Entry Specialist**
- ☐ EOC/EVC Technical Specialist/IT and/or Data Entry Specialist
- ☐ Field Observers*** (Task may be different than IMH Field Observer. See 4327 Training Matrix.)

Operations Section

- ☐ Beach Cleanup*
- ☐ Pre-Impact Beach Cleanup***
- ☐ Strike Team Leader*
- ☐ Staging Area Assistant*

*Indicates that person maybe exposed to some oil or need specific training per Cal OSHA requirement.

** Indicates roles located within the incident command post and should be staffed by USCG Auxiliary volunteers.

*** Indicates roles suited to NGO/AVO given the degree of pre-training required and immediate deployment required in the San Francisco Bay area.

UC guidance, instructions or restrictions for NW Volunteers: (May also be communicated on ICS-213)

ATTACHMENT B: POSITION CHECKLISTS

VOLUNTEER UNIT LEADER (VUL)

Please refer to the USCG IMH

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Planning Section Chief

Responsibilities

- A. Review Common Responsibilities in Chapter 2.
- B. Review Common Unit Leader Responsibilities in Chapter 2.
- C. Monitor work progress and make changes when necessary.
- D. Coordinate with Liaison to keep UC, JIC and Planning Chief apprised of volunteer interest and affected area's political leadership position on use of volunteers.
- E. Be ready to facilitate UC decision to use volunteers in capacity determined appropriate.
- F. Coordinate with Liaison and LGOSC regarding local government unaffiliated volunteer management resources.
- G. Coordinate with regional Non-Government Organizations (NGO) regarding volunteer information and affiliated volunteer management resources.
- H. Coordinate with JIC regarding outgoing volunteer messaging.
- I. Ensure UC Sections, Branches and Units are coordinating with volunteer effort, as appropriate.
- J. Coordinate with Safety Officer to ensure use of volunteers is within OSHA guidelines and appropriate training standards are met.
- K. Keep supervisor informed of progress and any changes status.
- L. Submit situation and resource status information through chain of command as appropriate.
- M. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by (outgoing?) Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure Liaison, EVC-C, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated volunteer information is communicated to JIC.
- ☐ When appropriate, appoint Deputy and/or Assistant VUL as needed to ensure appropriate span of control.
- ☐ Review assignments and procedures with subordinates and assign tasks.
- ☐ When appropriate, establish communications schedule with members UC staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to Planning Chief as appropriate.

EMERGENCY VOLUNTEER CENTER COORDINATOR (EVC-C)

Please refer to the USCG IMH

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

Responsibilities

- A. Review Common Responsibilities in Chapter 2.
- B. Review Common Unit Leader Responsibilities in Chapter 2.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of EVC resources.
- E. Coordinate local government EVC efforts to ensure unaffiliated volunteer interest is logged and managed via EVC outreach systems.
- E. Coordinate activities with NGO-C.
- G. Ensure JIC volunteer message is delivered via EVC outreach.
- H. Ensure appropriate training standards are met at EVC training sessions.
- I. Coordinate with Strike Team Leader to pre-group and pre-assign (stage?) volunteers during EVC training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by (outgoing?) Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure EVC volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated EVC volunteer information is communicated to VUL.
- ☐ Work with Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Review assignments and procedures with EVCs and NGO-C.
- ☐ Ensure EVCs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- ☐ When appropriate, establish communications schedule with members of VU staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to VUL as appropriate.

NON-GOVERNMENT ORGANIZATOIN COORDINATOR (NGO-C)

Please refer to the USCG IMH

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

Responsibilities

- A. Review Common Responsibilities in Chapter 2.
- B. Review Common Unit Leader Responsibilities in Chapter 2.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of NGO resources.
- E. Coordinate regional NGO efforts to work with local government EVCs and ensure unaffiliated volunteer interest is logged and managed via NGO outreach systems.
- E. Coordinate activities with EVC-C.
- G. Ensure JIC volunteer message is delivered via NGO outreach.
- H. Ensure appropriate training standards are met at NGO training sessions.
- I. Coordinate with Strike Team Leader to pre-group and pre-assign (stage?) volunteers during NGO training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by (outgoing?) Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure NGO volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated NGO volunteer information is communicated to VUL.
- ☐ Work with Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Review assignments and procedures with NGOs and EVC-C.
- ☐ Ensure NGOs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- ☐ When appropriate, establish communications schedule with members of VU staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to VUL as appropriate.

STRIKE TEAM LEADER (STLCR)

Please refer to the USCG IMH

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Operations Branch Director (OPBD) or Division Supervisor (DIVS)

Responsibilities

- A. Review Common Responsibilities in Chapter 2.
- B. Review Common Unit Leader Responsibilities in Chapter 2.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes status of resources assigned to the Branch.
- E. Coordinate activities with adjacent Strike Teams, Task Forces and single resources.
- F. Ensure assignment location has been conveyed to volunteers and transportation is coordinated.
- G. Retain control of volunteers while in an available status.
- H. Submit situation and resource status information through chain of command DIVS/OPBD/OSC as appropriate.
- I. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at the staging area.
- ☐ Report to assigned location to receive briefing by OSC, OPBD, or DIVS as appropriate.
- ☐ Review ICS 204, ensure OPBD/DIVS, Safety Officer, and EVC contact information is accurate.
- ☐ Ensure you have means to communicate with ICP and/or EVC.
- ☐ Ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Proceed to Volunteer rally point as detailed on ICS 204.
- ☐ Conduct roll call of volunteers.
- ☐ When appropriate, organize Strike Team to ensure appropriate span of control.
- ☐ Review assignments and procedures with subordinates and assign tasks.
- ☐ Distributes logistical support (PPE, food, water) if/when needed.
- ☐ Establish rest / hydration location at site.
- ☐ Establish work/rest schedule for Strike Team.
- ☐ When appropriate, establish communications schedule with members of Strike Team.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to OPBD or DIVS as appropriate.

ATTACHMENT C: ACRONYMS

ACP – Area Contingency Plan
AREP- Agency Representative
AVO-Affiliated Volunteer Organizations
Admin – Administration
Cal – California
Cal EMA – California Emergency Management Agency
CBO – Community Based Organization
CDFG -California Department of Fish and Game
CNCS – Corporation for National and Community Service
ICP – Incident Command Post
DECON – Decontamination
DIV – Division
DIVS – Division/Group Supervisor
EMS – Emergency Medical Services
EOC – Emergency Operations Center
EVC – Emergency Volunteer Center
EVC-C – Emergency Volunteer Center Coordinator
FOBS – Field Observers
FOSC – Federal On-Scene Coordinator
FSC – Finance Section Chief
HAZMAT – Hazardous Materials
IAP – Incident Action Plan
ICS – Incident Command System
IM - Incident Management
IT – Information Technologist
JIC – Joint Information Center
LOSCP – Local Oil Spill Contingency Plan
LGOSC – Local Government On-Scene Coordinator
LNO – Liaison Officer
LSC – Logistics Section Chief
MOU – Memorandum of Understanding
NGO – Non Government Organization
NRDA – Natural Resource Damage Assessment
NRT – National Response Team

NWVP – Non-Wildlife Volunteer Plan
OES – Office of Emergency Services
OPBD – Operations Branch Director
OPS – Operations
OSC – Operations Section Chief
OSLTF – Oil Spill Liability Trust Fund
OSHA – Occupational Safety and Health Administration
OSPR – Office of Spill Prevention and Response
OSRO – Oil Spill Removal Organization (*in California, OSRO is referred to as Oil Spill Response Organization*)
OWCN – Oiled Wildlife Care Network
PIO – Public Information Officer
PPE – Personal Protection Equipment
PSC – Planning Section Chief
RECP – Regional Emergency Coordination Plan
Reps – Representatives
RESL – Resource Unit Leader
RP – Responsible Party
RPIC – Responsible Party Incident Commander
RP – Responsible Party
RRT – Regional Response Team
SCKN –Status/Check-in Recorder
SOFR – Safety Officer
SOSC – State On-Scene Coordinator
SSHP – Site Safety and Health Plan
STAM – Staging Area Manager
STIL – Situation Unit Leader
STLCR – Strike Team Leader
UC – Unified Command
VC – Volunteer Coordinator
VOL – Volunteer
VU – Volunteer Unit
VUL – Volunteer Unit Leader

Attachment D: Volunteer Public Messaging Samples

- An aggressive cleanup operation is underway to secure the source, recover spilled oil and protect environmentally sensitive sites and wildlife that may impacted.
- The safety of the public and incident responders is our number one priority. The public is advised to avoid contact with the oil and to keep pets on leashes away from beaches where the product has accumulated.
- Wildlife impacted by oil will beach themselves in order to warm up and rest. When wildlife sees people and pets on the beach, they perceive them as predators and will likely return to the water where hypothermia and re-oiling may occur.
- Therefore, the public should not to attempt to rescue oiled wildlife. Untrained individuals who attempt to rescue wildlife may cause the animal more harm than good and may injure themselves in the process. If oiled animals are scared back into the water by pets or people, their chances of survival decrease dramatically.
- The Oiled Wildlife Care Network, UC Davis has been activated and its trained volunteers and staff are the only ones authorized to rescue and care for oiled wildlife.

The public can best assist by reporting oiled wildlife by calling 1-877-UCD-OWCN (823-6926).
(confirm hotline number with VUL and Wildlife Branch)

- Initial spill response will generally focus on stopping the oil leak first, conducting on-water containment and recovery, and then shoreline protection. Efforts will be made to get oil off the water first so that continued re-oiling of shorelines is minimized.
- The public may not immediately see response teams on every shoreline because they are responding to areas and tasks that have been assigned higher priority.
- The RP is required to pay for the cleanup. They provide the cleanup contractors, referred to as Oil Spill Response Organizations (OSROs), to recover the spilled oiled and cleanup oiled shorelines. The personnel who conduct this work are trained in hazardous materials handling and disposal.
- Trained crews are instructed in how to dispose of the oil and oily materials. The recovered oil must be carefully quantified to determine how much was removed from the environment. Then it is transported to a hazardous materials landfill or recycled. When oil is disposed of improperly such as; household or public receptacles this may lead to contamination of municipal water supplies.
- In order to keep the public informed about possible volunteer opportunities, a Volunteer Hotline has been established at 800-228-4544.
(confirm hotline number with VUL)

Use the following language if unaffiliated volunteers appear.

- There has been a tremendous outpouring of support and offers to help from the community. We appreciate the public's desire to volunteer and understand their concern.
- The Unified Command will make the decision on whether or not to use unaffiliated volunteers. It will depend on a variety of factors including the type of oil spilled, the location and size of the spill, and most importantly the safety of volunteers.
- If a decision is made to use unaffiliated volunteers, there are a variety of possible job opportunities.
- A volunteer can either be pre-trained or come forward during a spill event with no prior oil spill volunteer experience. Each spill response is unique, and the skills needed may be somewhat different each time.
- Volunteers must first register before participating in a spill response. They must be at least 18 years, in good health, capable of lifting 25-35 pounds and able to follow both written and oral directions. They must also be willing to attend any necessary training.
- Volunteering does not necessarily mean cleaning up oil. Oil is a toxic substance and dangerous if handled or disposed of improperly. Only trained personnel are authorized to conduct oil spill cleanup.
- However, there are many other tasks that might require volunteer assistance: ***(check with VUL prior to specifying volunteer tasks)***
 - Field Observer
 - Transporter
 - Pre-impact Beach Clean-up
 - Light Construction
 - Facility and Site Maintenance
 - Donations Management
 - Emergency Volunteer Center or Command Post staff support (receptionist, phone bank, scheduler, runner, clerical, communications, database and IT specialists, etc.)
- The best way to become a volunteer is to contact your local community volunteer center, nonprofit environmental group, local humane society, service organization, faith-based organization, or government agency volunteer program. Some of these organizations train volunteer to be long-term environmental monitors or to work in various types of disaster management.

ATTACHMENT E: VOLUNTEER RESOURCE REQUEST FORM

INCIDENT/PROJECT ORDER NUMBER	RESOURCE ORDER VOLUNTEER -----		1. DATE/TIME of REQUEST	2. INCIDENT/EVENT NAME		3. VOLUNTEER UNIT LEADER (VUL) NAME		4. VUL SIGNATURE/DATE	
						4. REQUESTER'S NAME		5. REQUESTER'S PHONE NUMBER	
VUL								EOC / EVC	
7 VOLUNTEER REQUEST NUMBER	7A QUANTITY	7B VOLUNTEER TASK	7C TRAINING REQUIRED	7D OPERATIONAL PERIOD NEEDED	7E Name of COUNTY EOC CONTACTED	7F REPORTING LOCATION DATE & TIME		7G ESTIMATED TRAINING COMPLETION DATE & LOCATION	7H SEE ATTACHED LIST OF VOLUNTEER NAMES

ICS213 RR V PROCESS:

ONCE VOLUNTEER UNIT (VU) ESTABLISHED, VOLUNTEER UNIT LEADER (VUL) COMPLETES THIS FORM WITH UC/IC & SECTION CHIEFS INPUT (ITEMS 1-6, 7A-F.

EOC OR EVC COMPLETES 213RR V (ITEMS G-H) AND FULLFILLS ORDER.

EOC OR EVC PASSED COMPLETED 213RR V TO VOLUNTEER UNIT.

VU PROVIDES ROSTER OF TRAINED VOLUNTEERS TO RESOURCES, OPERATIONS AND LOGISTICS.

ORDER RELAYED				ACTION TAKEN	ORDER RELAYED				ACTION TAKEN
REQ. NO.	DATE	TIME	TO/FROM		REQ. NO.	DATE	TIME	TO/FROM	

CalEMA Coastal Region

1300 Clay Street, Suite 400
Oakland, CA 94612

(510) 286-0895
(510) 286-0877 TDD
(510) 286-0853 FAX

Regional Administrator

Cecile Rollinson-Pinto
510-286-0820 Office
510-590-1163 Cell

Emergency Service Coordinators

Bob Butchart
510-286-6746 Office
510-816-7416 Cell

Office Administration

Denise Smith
510-286-0855

Catrina Christian
510-286-0895 Office
510-295-3440 Cell

Sr. Emergency Service Coordinators

Roger Sigtermans
510-286-6742 Office
415-298-3550 Cell

Doug Wisman
510-286-5040 Office
510-773-8040 Cell

Memoree McIntire
510-286-0819 Office
510-220-0185 Cell

Nancy Smith
510-286-0857 Office
510-520-3057 Cell

Sandra McKenzie
510-286-6748 Office
510-207-8832 Cell

Coastal Region County Offices of Emergency Services**Alameda County Office of Emergency Services**

4985 Broder Boulevard
Dublin, CA 94568
(925) 803-7800
(925) 803-7878 fax

Contra Costa County Office of Emergency Services

50 Glacier Drive
Martinez, CA 94553
(925) 646-4461
(925) 646-1120 fax

Del Norte County Office of Emergency Services

981 H Street, Suite 240
Crescent City, CA 95531
(707) 464-7255
(707) 465-1470 fax

Humboldt County Office of Emergency Services

826 Fourth Street
Eureka, CA 95501
(707) 268-2500
(707) 445-7764 fax

Lake County Office of Emergency Services

P.O. Box 489
1220 Martin Street
Lakeport, CA 95453
(707) 262-4090
(707) 262-4095 fax

Marin County Office of Emergency Services

3501 Civic Center Dr., Room 266
San Rafael, CA 94903-4189
(415) 499-6584
(415) 499-7450 fax

Mendocino County Office of Emergency Services

501 Low Gap Road
Ukiah, CA 95482
(707) 463-5667
(707) 463-5649 fax

Monterey County Office of Emergency Services

1322 Natividad Road,
Salinas, CA 93902
(831) 796-1900
(831) 796-1911 fax

<http://www.co.napa.ca.us/GOV/Departments/DeptDefault.asp?DID=29300>

Napa County Office of Emergency Services

1195 Third Street, Room 310
Napa, CA 94559
(707) 253-4421
(707) 253-4176 fax

San Benito County Office of Emergency Services

471 Fourth Street
Hollister, CA 95023
(831) 636-4168
(831) 636-4165 fax

San Francisco County Office of Emergency Services

30 Van Ness Avenue Ste 3300
San Francisco, CA 94102
(415) 487-5001
(415) 487-5043 fax
(415) 327-0543 after hours pager

San Mateo County Office of Emergency Services

400 County Center
Redwood City, CA 94063
(650) 363-4790
(650) 363-1868 fax

Santa Clara County Office of Emergency Services

55 West Younger Avenue, Suite 435
San Jose, CA 95110-1721
(408) 299-3751
(409) 294-4851 fax

Santa Cruz County Office of Emergency Services

495 Upper Park Road
Santa Cruz, CA 95065-2121
(831) 458-7150
(831) 458-7139 fax

<http://www.co.solano.ca.us/depts/oes/default.asp>

Solano County Office of Emergency Services

530 Clay Street
Fairfield, CA 94533
(707) 784-1600
(707) 421-6383 fax

Sonoma County Dept. of Emergency Services

2300 County Center Drive, #221-A
Santa Rosa, CA 95403
(707) 565-1152
(707) 565-1172 DES fax
(707) 526-5555 EOC fax

		Identified Facilities	# of Vol. Center Staff	Trained EVC Staff	EVC Supplies	# Hrs to Mobilize	On- line Regist.	Phone Bank
Alameda								
Lead Agency	City of Oakland, Fire or Alameda OES	As needed			No			211
Primary	Vanessa Scott: (DHR) 510-272-6476 (cell) 510-507-1927							
Secondary	Ray L. Johnson: 510-271-5138 or 707-315-7114							
Local Government Rep.	Cathey Eide: 510-238-6069 (cell) 510-334-4183 ceide@oaklandnet.com							
After hours #	OES: 925-803-7800							
Address	1605 Martin Luther King Jr. Way Oakland CA 94612							
Agency Web site	http://www.helpnow.org							
City EVCs	City of Oakland	6						
	City of Fremont		3			4-8 hrs		
Contra Costa								
Lead Agency	Volunteer Center of the East Bay	As needed			4			
Primary	Karen Siemsen: 925-472-5773 ksiemsen@helpnow.org							
Secondary	Lorraine Meuleners: (ED) 925-472-5767							
Local Government Rep.	Randall Sawyer: 925-646-2286 RSawyer@hsd.cccounty.us							
After hours #	OES: 925-228-2441							
Address	4585 Pacheco Blvd. Suite 100, Martinez, CA 94553							
Agency Website	http://www.helpnow.org							
City EVCs	Walnut Creek - Gayle Vasser: vassar@walnut-creek.org 925-943-5899 x2189	As needed		Yes	Yes	12-24 hrs		
	San Pablo - Andrea Ygnacio: 510-215-3110 or andrea@ci.san-pablo.ca.us	As needed		Yes	Yes	12-24 hrs		
	Concord - Margaret Romiti: margaretr@cpd.ci.concord.ca.us 925-671-3184	As needed		Yes	Yes	12-24 hrs		
	Richmond - Kathy.Gerk@ci.richmond.ca.us 510-620-6866	As needed		Yes	Yes	12-24 hrs		

Marin						
Lead Agency	Center for Volunteer and Nonprofit Leadership	As needed	Yes	Yes	No	
Primary	Ursula Hanks: 415-499-6584					
Local Government Rep.	Janell Myhre: 415-499-6584 (cell) 415-250-3084 Jmyhre@co.marin.ca.us					
After hours #	OES: 415-499-6584					
Address	3501 Civic Center Drive #266 San Rafael CA 94903					
Agency Website	http://cvnl.org					
City EVCs	Acts as a “clearinghouse” for volunteers					
Monterey						
Lead Agency	Volunteer Center of United Way, Monterey (TBD)	As needed	4		1800-	211
Primary	Gilda Estrada: 831-757-3206 or 831-676-3593					
Local Government Rep.	Bruce Weldon: 831-755-4608 or 831-796-1900					
After hours #	OES: 831-796-1900 (tbd)					
Address	376 Main, Salinas 93901					
Agency Website	http://1-800-volunteer.org					
City EVCs	Acts as a “clearinghouse” for volunteers					
Napa						
Lead Agency	Volunteer Center of Napa		20			211
Primary	Chris Piper (ED): 707-252-6222					
Secondary	Katie Rubin (Vol Coord): 707-252-6222 admin@volunteernapa.org					
After hours #	OES: 707-253-4451					
Address	1820 Jefferson St, #200, Napa 94559					
Agency Website	http://volunteernapa.org					
City EVCs	Acts as a "clearinghouse" for volunteers					

Sacramento

Lead Agency	Volunteer Center of Sacramento (TBD)
Primary	916-368-3110 or 916-567-3100
Secondary	
Local Government Rep.	OES: 916-875-5000
After hours #	
Address	1111 Howe Avenue, Suite 600 Sacramento, CA 95825
Agency Website	http://www.volunteersac.org
City EVCs	

San Francisco

Lead Agency	San Francisco Department of Human Resources	As Needed	Yes	Yes	12-24 hrs	Yes	311 & 211
Primary	Jennifer Johnston: 415-557-4932						
Secondary	Amy Ramirez: 415-760-5267 Amy.Ramirez@SFGOV.ORG						
Local Government Rep.	Susan Christensen: 415-487-5011 (cell) 415-518-3472 susan.christensen@sfgov.org						
After hours #	OES: 415-327-0543						
Address	1675 California St, San Francisco						
Agency Website	http://thevolunteercenter.net						
City EVCs							

San Joaquin

Lead Agency	Volunteer Center of San Joaquin (TBD)
Primary	
Local Government Rep.	Michael Cockrell 209-468-3962 mcockrell@co.san-joaquin
After hours #	OES: 209-468-3962
Address	
Agency Website	
City EVCs	

San Mateo

Lead Agency	The Volunteer Center Serving SF & San Mateo Counties	Yes	5 to 10	Yes	Yes	5-10 hrs	Poss.	Yes
Primary	John Power (ED): 415-982-8999 x227							
Secondary								
Local Government Rep.	Damien Chacona (Vol Mgr) 415-955-8947 x234 dchacona@thevolunteercenter.net							
After hours #	William O'Callahan (650) 363-4790 wocallahan@co.sanmateo.ca.us							
Address	OES: 650-363-4790							
Agency Website	1675 California Street San Francisco, CA 94109							
City EVCs	http://thevolunteercenter.net							
	Half Moon Bay, Burlingame, Pacifica and San Mateo							

Santa Cruz

Lead Agency	Volunteer Center of Santa Cruz
Primary	Karen Delaney: 831-427-5070
Local Government Rep.	Donna Bradford: 831-454-2735 NV035@co.santa-cruz.ca.us
After hours #	OES: 831-458-7150
Address	1010 Emeline Avenue, Building C, Santa Cruz 95060
Agency Website	http://scvolunteercenter.org
City EVCs	Acts as a "clearinghouse" for volunteers

Santa Clara

Lead Agency	Santa Clara County Office of Emergency Services	Yes		Yes		211
Primary	Cindy Stewart: 408-808-7800 cindy.stewart@oes.sccgov.org					
Local Government Rep.	Kirsten Hofmann, Director OES kirsten.hofmann@oes.sccgov.org					
After hours #	OES: 408-299-3751					
Address	1922 The Alameda, Suite 100 San Jose CA 95126					
Agency Website	http://www.vcsv.us					
City EVCs	Mountain View - North County		Yes	Yes		
	Morgan Hill - South County		Yes	Yes		
	Cambell - West County		Yes	Yes		
	Santa Clara - Central County		Yes	Yes		

Solano									
Lead Agency	Solano County Office of Emergency Services	As Needed		DHR	Yes				
Primary	Aimee Durfee: 707-551-3150 adurfee@uwba.org								
Local Government Rep	Bob Powell: 707-565-1152 bpowell@solanocounty.com								
After hours #	OES: (707) 784-1600								
Address									
Agency Website	http://volunteersolano.org								
City EVCs	Funding source pending								
Sonoma									
Lead Agency	Volunteer Center of Sonoma County	Yes	20	Yes	Yes?	24 hrs		211	
Primary	Eunice Valentine: 707-573-3399 x101								
Seconday	Jim Bray: 707-573-3399 x109								
Local Government Rep.	Andrew Parsons: 707-565-1174 aparsons@sonoma-county.org								
After hours #	OES: 707-565-1371								
Address	153 Stony Circle, #100, Santa Rosa, 95401								
Agency Website	http://volunteernow.org								
City EVCs	Acts as a "clearinghouse" for volunteers								
Yolo									
Lead Agency	Volunteer Center of Sacramento / Yolo County (TBD)								
Primary	916-368-3110 or 916-567-3100								
Local Government Rep.	OES: 916-874-4670								
After hours #									
Address	1111 Howe Avenue, Suite 600 Sacramento, CA 95825								
Agency Website	http://www.volunteersac.org								



Del Norte			
Lead Agency	Volunteer Center of the Redwoods	As Needed	211
Primary Local Government Rep.	Todd Metcalf 707-442-3711 x217 volunteer@a1aa.org Cindy Henderson: 707-465-0430 (cell) 707-954-8775 chenderson@co.del-norte.ca.us		
After hours #	OES: Allen Windogradov 707-464-4191		
Address	550 E. Washington Blvd #200, Crescent City, 95531		
Agency Website	http://www.a1aa.org		
City EVCs	Acts as a "clearinghouse" for volunteers		
Humboldt			
Lead Agency	Volunteer Center of the Redwoods	As Needed	211
Primary Local Government Rep.	Todd Metcalf: 707-442-3711 x217 MMartel@co.humboldt.ca.us		
After hours #	OES: Dan Larkin 707-268-2500		
Address	434 7th Street, Eureka, 95501		
Agency Website	http://www.a1aa.org		
City EVCs	Acts as a "clearinghouse" for volunteers		

Los Angeles

Lead Agency Volunteer Center of Los Angeles (TBD)
Primary Katharyn Muniz-Bandoni 323-450-5080 kbandoni@vcla.net
Local Government Rep. OES: 323-980-2261
After hours #
Address 1370 North Saint Andrews Place Los Angeles, CA 90028
Agency Website <http://www.vcla.net>
City EVCs

Orange

Lead Agency Volunteer Center of Orange County (TBD)
Primary 714-953-5757
Local Government Rep.
After hours # OES: 714-628-7055
Address 1901 E. 4th Street #100, Santa Ana 92705
Agency Website <http://volunteercenter.org>

San Diego

Lead Agency Volunteer San Diego Yes 17 Yes 12-24 hrs 211
Primary Sue Carter: 858-636-4135/619-252-8926 scarter@volunteersandiego.org
Secondary Patricia Davis: 619-453-2853 pdavis@volunteersandiego.org
Local Government Rep. Tom Amibile, OES: 858-715-2203 Tom.Amabile@sdcounty.ca.gov
After hours # Patricia Davis: 760-740-0767 (cell)
Address 4545 Murphy Canyon Road, Suite 225 San Diego, CA 92123
Agency Website <http://www.volunteersandiego.org>
City EVCs

San Luis Obispo

Lead Agency	VolunteerSLO
Primary	805-756-5883
Secondary	
Local Government Rep.	OES: (805) 781-5011
After hours #	
Address	
Agency Website	http://www.volunteerslo.org
City EVCs	Acts as a "clearinghouse" for volunteers-managed by Cal Poly

Santa Barbara

Lead Agency	Volunteer Center of Santa Barbara
Primary	Roger Hand: 805-963-0474
Secondary	Elsa Arndt: 805-866-9961 earndt@co.santa-barbara.ca.us
Local Government Rep.	Michael Harris: 805-560-1081 michael.harris@sbcao.org
After hours #	OES: 805-683-2724
Address	35 West Victoria Street, Santa Barbara, CA 93101
Agency Website	http://www.volunteermatch.org
City EVCs	Acts as a "clearinghouse" for volunteers

Ventura

Lead Agency	Volunteer Center Ventura
Primary	415-241-6875 support@volunteermatch.org
Secondary	
Local Government Rep.	OES: 805-654-2380
After hours #	OES: 805-947-8210
Address	800 South Victoria Avenue Ventura CA 93009
Agency Website	http://www.volunteermatch.org
City EVCs	Acts as a "clearinghouse" for volunteers

Non-Wildlife Volunteer Plan

Name	Contact	OWCN Member	Phone	Potential Volunteer Opportunities	Volunteer training provided	Email
Gulf of the Farallones National Marine Sanctuary Association	Shannon Lyday	YES	(415) 561-6625			slyday@farallones.org
Point Reyes National Seashore: Volunteer in parks	Sarah Allen		415-464-5187 (Main): 415-464-5100			
Save the Bay	Athena Honore		510-452-9261 x110 or 118			Athena@savesfbay.org
Surf Rider Foundation	Barbara Lau		415-518-3306			barbara@sfsurfrider.org
Golden Gate Audubon Society	Michael Martin	YES	510-843-2222			mmartin@goldengateaudubon.org
Ano Nuevo	Amy		650-879-			

3/26/2012

Attachment F3-Regional NGO List

Mailing Address	Geographic Area's served	Mission / Area of emphasis
Building 991, The Presidio, San Francisco, CA 94129	Sonoma, Marin, San Francisco, and San Mateo Counties	The Beach Watch program monitors 42 beaches along the outer coast monthly or bi-monthly. Surveyors collect data on live and dead birds, marine mammals, human activities and oil/tarball deposition. Surveyors are trained in oil spill response for pre-impact surveys, wildlife reconnaissance, and natural resource damage assessment.
	Marin	Established to preserve and protect wilderness, natural ecosystems, and cultural resources along the diminishing undeveloped coastline of the United States.
350 Frank H. Ogawa Plaza, Suite 900, Oakland, CA 94612	Bay Area	The Bay Area's oldest and largest membership organization working exclusively to protect and restore San Francisco Bay and its watershed. San Francisco Bay's 10,000 members work with our staff and volunteers to protect the Bay from today's threats - pollution and sprawl.
	San Francisco	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.
2530 San Pablo Ave, Suite G, Berkeley, CA 94702	Bay Area	Dedicated to protecting Bay Area birds, other wildlife and their natural habitats. We conserve and restore wildlife habitat, connect people of all ages and backgrounds with the natural world, and educate and engage Bay Area residents in the protection of our shared, local environment.
New Years	San Mateo	

State Reserve	Neiblum	2029			Creek Road, Pescadero, CA 94060	County	
BayKeeper	Amy Chastain	415-856-0444		amy@baykeeper.org		Bay Area	Pollution watchdog of the Bay. Every day, the Bay is polluted with toxins that spoil our beaches, hurt wildlife and endanger our health. On the water, in the community and in the courtroom, Baykeeper holds polluters accountable and enforces our clean water laws.
	Deb Self (Director)	510-882-1882					
Half Moon Bay State Beach	Joanne Kerbavaz	650-726-8805		hmbrestore@gmail.com	Dunes Beach, End Of Young Avenue Half Moon Bay, CA 94019	San Mateo County	Oversees four miles of broad, sandy beaches in Half Moon Bay and accompanying campgrounds.
Zuna Surf	Monica			monica@zunasurf.com			Posts oil spill updates for the San Francisco surf community via their http://zunasurf.wordpress.com/
East Bay Regional Parks Vol. Coordinator	Kathleen Fusek	510-544-2515		kfusek@ebparks.org		East Bay	Manages and maintains 1,745 miles along the east side of San Francisco Bay
The Marine Mammal Center	Kathleen Hannah	415-289-7374	YES		Marin Headlands, 1065 Fort Cronkhite, Sausalito, CA 94965	Bay Area	An animal hospital dedicated to the rescue, rehabilitation, and study of distressed marine mammals.

MOU Template for Coordination of Unaffiliated Volunteers and Emergency Volunteer Centers

MEMORANDUM OF UNDERSTANDING BETWEEN THE CITY/COUNTY/STATE OF _____ AND THE VOLUNTEER CENTER OF _____

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between The Volunteer Center of _____, hereinafter referred to as "VC" and the City/County/State of _____, hereinafter referred to as "City/County".

I. PURPOSE

The purpose of this Memorandum of Understanding ("MOU") is to effectively manage the referral process for volunteers who emerge during declared citywide/countywide emergencies. An Emergency Volunteer Center ("EVC"), set up as an online service, call center, and/or walk-in center, will register and refer unaffiliated volunteers as needed to City/County/State departments and community-based organizations during such emergencies.

II. IT IS MUTUALLY UNDERSTOOD AND AGREED UPON BY AND BETWEEN THE PARTIES THAT:

A. Responsibilities of City/County

1. Upon direction from the City/County/State Emergency Operations Center ("EOC"), request activation of an EVC by VC.
2. Provide support for the successful implementation of the EVC Plan.
3. Schedule pre-trained City/County/State staff to assist in EVC operations, as requested by VC.
4. Assist VC with eligibility determination of incurred EVC costs.
5. Work with VC to identify possible funding sources for reimbursement and assist VC to submit reports and invoices for documentation.

B. Responsibilities of VC

1. Activate and demobilize an EVC upon request from the EOC in collaboration with UC.
2. Assign key EVC positions to VC staff as appropriate.
3. Consult with the EOC Logistics Section regarding assistance with EVC location(s) as needed.
4. Request assistance from the EOC Logistics Section for EVC needs such as equipment, supplies, staffing and technical assistance.
5. Train City/County employees on EVC operations, before, during and after emergencies.
6. Document EVC volunteer referral data and submit regular reports to City/County/State during an activation.
7. Maintain accurate documentation of services provided during an emergency event.
8. Submit an after action report ("AAR") to City/County/State.

9. Prepare an invoice identifying VC emergency-related EVC costs incurred with the assistance of City/County/State.

D. Joint Responsibilities

1. Manage the EVC set-up, operations, and demobilize as directed by EOC and/or UC.
2. Ensure established EVCs are coordinating with the UC JIC operations for any media or public information messaging and outreach.

III. COST RECOVERY

In the event of an EVC activation, the City/County/State shall assist the EVC in the appropriate claims reporting and reimbursement procedures.

IV. MODIFICATIONS

This agreement sets forth the full and entire understanding of the parties regarding the matter herein. This agreement may be modified by mutual consent of the parties. Such modification(s) shall be in writing.

THE PARTIES HERETO have executed this instrument.

_____	_____
_____, Director	Date
City/County/State of _____	
_____	_____
_____, Executive Director	Date
Volunteer Center of _____	

Suggested NWVP Training Agenda-2 hours

- | | |
|---------|---|
| 5 m | Welcome |
| 10 m | Introductions |
| 10 m | Review Volunteer Brochure |
| 10 m | Review OPA 90 <ul style="list-style-type: none">▪ USCG Coastal waters authority▪ USEPA Inland waters authority▪ Responsible Party authority & liability |
| 10 m | Review California Lempert-Keene Seastrand Act <ul style="list-style-type: none">▪ CDFG authority▪ OSPR purpose & mission▪ OWCN plan, purpose & authority |
| 15 m | Review Local Government role in oil spill response <ul style="list-style-type: none">▪ EOC operations▪ Operational Area (OA) vs County/City▪ Local Government authority▪ Liaison, Agency Rep, LGOSC role |
| 15 m | Review NWVP purpose <ul style="list-style-type: none">▪ UC, Local Government, EVC collaboration▪ Volunteer duties in oil spill response▪ UC tasking |
| 10 m | Review Emergency Volunteer Center (EVC) role in oil spill response <ul style="list-style-type: none">▪ Local Government or State activation▪ Volunteer training▪ NGO role |
| 15 m | BREAK |
| 20 m | Review NWVP Sections |
| 30-45 m | Conduct Workshop Discussion <ul style="list-style-type: none">▪ Suggested NWVP Discussion Topics<ul style="list-style-type: none">○ Who & how to contact regarding volunteering in oil spill response○ Approved Volunteer Duties○ Unaffiliated Volunteers in oil spill response○ Affiliated volunteers in oil spill response○ Local Government role/EOC operations○ EVC operations○ OWCN operations |

